

2020

MUNICIPAL ACTION PLAN

FOR THE SOCIAL AND PROFESSIONAL INTEGRATION OF PERSONS WITH A DISABILITY



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SECTION 1 – Message from the mayor



FOR AN EVEN MORE INCLUSIVE ENVIRONMENT

At the City of Pointe-Claire, the Municipal Action Plan for the Social and Professional Integration of Persons with a Disability guides our actions toward a more inclusive and welcoming community environment.

Over the past year, two major projects have been developed with this in mind: the Tony-Proudfoot Park and the Grande-Anse Chalet.

It is with great pride that we welcome families to the wonderful Tony-Proudfoot Park, built with the objective, in honour of its namesake, to offer everyone an inviting environment where they can be active and play freely. Children and adults can enjoy one of the first spaces on the island of Montréal to offer a wide variety of play structures adapted to their needs, where they can swing in a wheelchair, slide on hearing aid-compatible rollers, learn sign language in a fun way, make music, and even find some peace and quiet when their senses are overwhelmed.

The second project to be developed, the brand new Grande-Anse Chalet, will offer a fully accessible interior space and easy access to the magnificent Lake Saint-Louis and all of its activities as of next year.

In an effort to continuously improving access to municipal buildings, the City commissioned a study to assess four park chalets. The resulting report will be used to incorporate elements that provide easier access to the entire community.

We are continuing to work together to make public facilities even more accessible so that all members of the community can be active contributors.

Thank you,

***Mayor,
John Belvedere***

SECTION 2 – Introduction and statistics

Introduction

The City of Pointe-Claire is a well-established municipality within Montreal's West Island Community. One of our mandates is to provide social and professional integration and accessibility for all. Consistently a leader in innovation and community involvement, the City continues to offer a variety of quality services by implementing new strategies, guidelines and protocols for all citizens and neighbouring communities. The City of Pointe-Claire strives to meet the needs of all citizens and guests participating in its many recreational programs at its recreational facilities. The City is also committed to ensuring support for employees needing special assistance at work and providing the appropriate tools to help with everyday tasks. In addition, the City supports several programs aiming to integrate individuals needing special assistance into the community and the workplace by receiving interns or facilitating internships in their field. The City of Pointe-Claire offers internship opportunities as part of professional training programs for students with intellectual or physical limitations. During their internship, students receive personalized support catering to their needs. The goal of these internships is to provide stimulating and fulfilling work experiences to prepare them for the workplace. Due to organizational constraints and the Covid-19 pandemic, these internships have been temporarily suspended. Lastly, the City of Pointe-Claire has received funding from Emploi Québec since 2016 for a Contrat d'intégration au travail (employment integration contract) for a full-time employee with special needs. The grant is renewed on a yearly basis.

The Accessibility Committee aims to direct the City of Pointe-Claire's actions in order to improve City programs and to make sure all aspects of City decisions, including accessibility, rules, regulations, and services offered in all facilities, are in place to allow maximum participation for all individuals. The City of Pointe-Claire has prepared an Action Plan to document continuing efforts with respect to individuals and successful integration in the community, and for citizens who may require assistance and accessibility within the community. This document is supported by Quebec's Office des personnes handicapées du Québec (OPHQ), and is currently focused on the City of Pointe-Claire's future objectives.

The 2020 Municipal Action Plan for the Social and Professional Integration of Persons with a Disability includes Pointe-Claire's inter-departmental goals and objectives for integration and accessibility for all individuals who participate in all its programs and activities. The objectives are to improve or modify all programs and facilities to accommodate residents and non-residents, in order to create a resourceful and versatile service offering. Pointe-Claire's strategic plan places significant emphasis on improving quality of life for everyone within the municipality. The City of Pointe-Claire is recognized for the quality and diversity of its facilities, sports, leisure and cultural activities, and all services provided to every citizen. The City Council remains committed to the high quality standards for which Pointe-Claire is known.

Accessibility Committee

Department of Culture, Sports, Leisure and Community Development

STATISTICS

“The Canadian Survey on Disability covers Canadians aged 15 years and over whose everyday activities are limited because of a long-term condition or health-related problem.”

PREVALENCE OF DISABILITIES IN PERSONS AGED 15 AND OVER IN QUEBEC, 2017			
Age groups	Total population	Persons living with a disability	Prevalence of disabilities
	NUMBER		%
Total – QUEBEC	6,527, 820	1,053,350	16.1%
Ages 15 to 64	5,242,740	735,610	14%
Ages 15 to 24	914, 520	95,340	10.4%
Ages 25 to 44	2,034,910	242,790	11.9%
Ages 45 to 64	2,293,300	397,480	17.3%
Ages 65 and over	1,285,090	317,740	24.7%
Ages 65 to 74	823,240	166,430	20.2%
Ages 75 and over	461,840	151,310	32.8%

PREVALENCE OF DISABILITIES IN PERSONS AGED 15 AND OVER IN CANADA, 2017			
Age groups	Total population	Persons living with a disability	Prevalence of disabilities
	NUMBER		%
Total – CANADA	28,008,860	6,246,640	22.3%
Ages 15 to 64	22,791,700	4,274,330	18.8%
Ages 15 to 24	4,155,440	566,410	13.1%
Ages 25 to 44	8,940,410	1,368,270	15.3%
Ages 45 to 64	9,695,840	2,359,650	24.3%
Ages 65 and over	5,217,160	1,972,310	37.8%
Ages 65 to 74	3,241,250	1,036,580	32%
Ages 75 and over	1,975,920	935,730	47.4%

Age calculated on May 10, 2016

Note: Data was collected in 2017 from a selected sample of the 2016 population.

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

Source: [Statistics Canada, Canadian Survey on Disability, 2017.](#)

SECTION 3 – Mission of the City of Pointe-Claire

Dedicated to Pointe-Claire's life!

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

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

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

History of the Action Plan

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

General objectives

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

SECTION 4 – 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 according to the Act to Secure Handicapped Persons in the Exercise of Their Rights with a View to Achieving Social, School and Workplace Integration.

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

Article 61.1 stipulates that every municipality with at least 15,000 inhabitants shall adopt an action plan identifying the barriers to integration handicapped persons encounter in the sector of activity of the department or agency,

and describing the measures taken over the past year and those to be taken in the coming year to reduce barriers to integration in that sector of activity. The action plan includes any other element determined by the Government upon recommendation of the Minister, and must be prepared and published annually.

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

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

SECTION 5 – Community Organizations Helping Pointe-Claire Residents

- Adapted Transport, 514-280-8211, www.stm.info/en/para
- Aid for Seniors, 514-630-1248, www.pointe-claire.ca
- AlterGo, 514-933-2739, extension 243, www.altergo.net
- Association québécoise de voile adaptée, 514-694-8021, www.aqvaqc.com/en
- Avatil, 514-634-8944, www.avatil.org/
- Community Resource Centre, 514-694-6404, crcinfo.ca/
- CIUSSS: West Island Health and Social Services Centre, 514-697-4110, www.csssouestdelile.qc.ca/en/home/
- Friends for Mental Health, 514-636-6885, www.asmfmh.org/fr/
- Institut Nazareth et Louis Braille 450 463-1710 or 1 800 361-7063, www.inlb.qc.ca/
- Light a Dream, 514-636-9966, www.lightadream.com

- MAB-Mackay Rehabilitation Centre – Services to adults and seniors with a visual impairment, satellite office at CLSC Lac-Saint-Louis: 514-697-4110, www.mabmackay.ca/
- NOVA West Island, 514-695-8335, www.novawi.org
- Office des personnes handicapées du Québec, 1-800-567-1465, www.ophq.gouv.qc.ca/
- STM (Société de transport de Montréal), Navette OR par taxi, 514-280-9055
- Volunteer West Island, 514-457-5445, www.volunteerwestisland.org/home.htm
- West Island Citizen Advocacy, 514-694-5850, volunteerwica.com/vw/
- West Montreal Readaptation Centre, 514-363-3025, crom-wmrc.ca/en/who-we-are/territory-covered/
- WIAIH, 514-694-7090, wiaih.qc.ca

SECTION 6 – Emergency measures and safety protocol

6.1 Communication and Support

Objectives

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

6.2 City Traffic Committee

Objectives

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

6.3 Transportation

Objectives

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

The Navette Or system features a 37-stop route in Pointe-Claire. Service is offered from one taxi stop to the next, Monday to Friday, from 8:30 a.m. to 4:30 p.m. Clients must call at least 40 minutes ahead of time to reserve a spot. This service has helped increase the City's capability to meet the transportation needs of Pointe-Claire Seniors

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

An emergency measures protocol was created to successfully help people with disabilities in the municipality of Pointe-Claire. A team of City staff and summer students will receive special training each year to be ready to respond to vulnerable people in the event of an emergency or disaster. The purpose of this training is to provide the team with the appropriate tools to support people with physical and/or cognitive impairments and who may need help while residing in temporary accommodations offered by the City. Employees who take the training are hired by the following services on an annual basis: Municipal Inspection Public Security, Volunteer Rescue Unit, Culture, Sports, Leisure, and Community Development (Aid for Seniors and Day Camps), Aquatic Centre, Library and Sports and Administrative Management.

Community organizations such as WIAIH or AlterGo will be invited or consulted to facilitate the proposed training for the Culture, Sports, Recreation and Community Development team.

Objectives

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

SECTION 7 – 2019 Achievements

<i>2019 ACHIEVEMENTS</i>		
<i>OBJECTIVES</i>	<i>ACTIONS</i>	<i>SUCCESS INDICATORS</i>
ACCESSIBILITY COMMITTEE		
1. Collaborate with engineering to assess and evaluate universal accessibility of City buildings and chalets used for leisure programming.	Collaboration with engineering to establish the four preliminary buildings to be evaluated. Organization contracted for assessments.	Building assessment conducted by Société Logique on four City chalets.
2. Sub-committee collaboration on the Tony Proudfoot Inclusive Park Project.	Sub-committee created to collaborate on the promotion of accessibility and inclusivity in the development of the Tony Proudfoot Park.	Collaboration and support offered for components of the park.
3. Interdepartmental collaboration on the improvement of accessibility within two municipal villages (Valois and Pointe- Claire).	Interdepartmental meetings to establish ways to improve accessibility in these two districts for merchants and visitors.	Meetings held and plans for future discussions established.
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD)		
AQUATIC CENTRE		
1. Swimming pool lift	Additional pool lift ordered to replace lift in 6-50m pool.	Lift is in use.
COMMUNITY GARDENS		
ARTS, CULTURE AND LIBRARIES		
1. Activity for children with special needs: The Senses of Nature.	Include specialized activity in summer programming – July 25, 2019.	Activity was programmed and advertised, few participants.
DAY CAMPS		
1. Include an activity promoting inclusion and an activity booklet in Pointe-Claire camps..	Morning full of activities organized for Junior Camp (60 campers) in collaboration with MAB Mackay.	Children in Junior Camp had a morning full of activities designed to encourage inclusion and acceptance.
STEWART HALL CULTURAL CENTRE		
1. Facilitate visits to the gallery and Cultural Centre for seniors living in residences.	Rent a bus twice a year for seniors living at the 35 Maywood residence.	Increase in visitors from senior residences.
2. Adapt cultural mediation activities for individuals with mental health limitations.	Pilot projects have been conducted with various groups; a more proactive approach to be taken.	Development of long-term partnerships, attendance statistics and satisfaction rate documented.

2019 ACHIEVEMENTS

OBJECTIVES	ACTIONS	SUCCESS INDICATORS
ENGINEERING AND BUILDINGS		
<i>BUILDINGS</i>		
1. Assess and evaluate universal accessibility of City buildings used for leisure activities	Four preliminary buildings evaluated. Organization contracted for assessments.	Building assessment conducted by Société Logique on four city chalets.
<i>ENGINEERING – PARKS AND GREEN SPACES</i>		
1. Improve access to bus stops.	Identify bus stops that would need a bench.	Increased comfort for people using public transit.
2. Create and develop a new fully inclusive park with universally accessible playground and rest area equipment for all.	Create plans to modify existing parks or create new parks with fully accessible playground equipment.	Tony Proudfoot park is built with accessible playground equipment and is accessible to all.
PUBLIC WORKS		
1. Instal standing planters at Arthur Séguin chalet.	Two standing planters installed on the side of the building.	Planters installed and residents have access to the plants and herbs.
PLANNING		
1. Facilitate access to the Stewart Hall Cultural Centre.	Accessibility from entrance hall to external balcony.	

SECTION 8 – 2020 objectives

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
ACCESSIBILITY COMMITTEE								
1. Evaluate and assess the various dimensions of traffic and circulation within the municipality with Inspection-public security.		Discussion regarding various traffic areas has taken place in accessibility committee meetings.	Accessibility Committee, Public Security, Engineering, Public Works	Evaluate various intersections and their traffic to determine areas of need.	Intersections will be evaluated and areas of need assessed.	Ongoing		1
2. Sensitization training for CSLCD employees.		Sensitization training session offered for employees assisting in all emergency situations within the city.	CSLCD employees, WIAIH, CIUSSS, City of Pointe-Claire, Public Security	Continue to offer this training to all City employees in the next 12 months.		June/Sept 2020		1

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
3. Continue regular accessibility meetings with employees in all departments	Keep all departments and City employees aware and committed to universal accessibility.	Representative from each department present and contributing to sustainable development strategies and reviewing new projects and developments.	CSLCD	Maintain membership, communication and continual support.	Each department is represented on the committee.	In progress	–	1
4. Interdepartmental collaboration on the improvement of accessibility within two municipal villages (Valois and Pointe- Claire).	Commercial buildings are not accessible.	Interdepartmental meetings to establish ways to improve accessibility in these two districts for merchants and visitors	Accessibility, Planning			Ongoing		
5. Support all municipal projects regarding inclusive design and accessories respecting universal accessibility for all	To ensure all residents and visitors have accessible opportunities to participate in all services provided	Continue to evaluate and assess by responding to needs and requests to maintain a better quality service offering	Public facilities, interdepartmental collaborations, citizens	To continue ensuring all residents and visitors have universal accessibility.	Project support, providing accessible equipment on demand and municipal collaborations.	Ongoing		1
6. Begin a plan for civil security measures in Pointe-Claire for employees.	Not all employees are familiar with shelter protocols and security procedures.	Train employees for emergency measures with focus on transportation, shelter accommodations and communication methods.	Accessibility, Public Security	Hold annual trainings in conjunction with sensitization training for all employees.	Employees will be well informed and prepared for emergency procedures.	2020-2021		1
7. Develop plans for potential survey and public workshop to gain resident feedback and involvement in municipal accessibility.		Create plans and questions to address with Pointe-Claire residents in regards to accessibility.	Accessibility Communications	Approval of plans for public survey and workshop.	Plans established to implement the following year.	2020		
8. Municipal participation in community seminars, conferences and webinars to support, educate and promote social inclusion and acceptance regarding accessibility.		Continue to be educated and up to date on accessibility standards and practices.	OPHQ, Altergo, AQLP, CAMF, Réseau des municipalités accessibles			Annually		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
COMMUNICATIONS								
1. Incorporate a page for the social and professional integration of people with disabilities into the City's new website.		<ul style="list-style-type: none"> Element taken into consideration in the new structure of the website. Identification and integration of accessible city facilities. 	CSLCD	Indicate the location of accessible City buildings and facilities on the online interactive map.	<ul style="list-style-type: none"> The interactive map is updated with pictograms that indicate accessible buildings. A new "universal accessibility" page is created independently. 	2020	-	1
2. Increase the City's visibility on various platforms, particularly government platforms, which aim to make tourism and culture accessible to individuals with limited abilities.		Take inventory of relevant platforms.	CSLCD, Urban planning, Engineering	<ul style="list-style-type: none"> Provide platforms with information concerning accessible areas and facilities within the city. Invite businesses from both villages to use the platforms and publicize information about their businesses. 	The selected platforms display information about the City of Pointe-Claire.	2020		
3. Incorporate Braille in public signage to make information more universally accessible.		Take inventory of available support.	Urbanism, Engineering	Inclusion of information written in Braille on major signage in new City parks.	Tony Proudfoot signage contains information written in Braille.	2020		1
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT (CSLCD)								
ADMINISTRATION								
1. Collaboration with WIAIH to offer recreation space for programming.		East concession area of arena provided to WIAIH on a weekly basis for programming.	CSLCD, WIAIH		WIAIH participants are able to partake in leisure programming in an accessible environment.	Continuous		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
RECREATION SPECIAL EVENTS								
1. Tony Proudfoot Park opening.		Community event to promote the inclusive park.	CSLCD, Communications, Accessibility Committee		Opening of new inclusive park for all residents and visitors to enjoy.	August 2020 Postponed due to Covid-19	\$10,000	
AID FOR SENIORS								
1. Yard work and general cleaning services for low-income seniors in their homes and apartments (those who qualify).	Assist senior citizens that do not qualify for support programs within the City (those who do not qualify).	Continual support and home services offered by the City of Pointe-Claire to break social isolation and promote an intergenerational connection between youth and seniors.	CSLCD employees, City of Pointe-Claire	Continue to offer this free service to all seniors who qualify (the service is offered 50 weeks a year).	The program has been a service offered and provided by the City of Pointe-Claire for 34 years.	Ongoing	\$320,700	1
2. Continue to offer activities at the Senior Centre as well as special events and the Friendly Hello telephone service to all senior citizens of Pointe-Claire.	Reach out to seniors who may be isolated or unable to participate in social events due to physical limitations.		City of Pointe-Claire, CIUSSS, Community Resource Centre, Volunteer West Island, Citizen Advocacy, WIAIH	Promote this service offered to all senior residents.		Ongoing	\$17,000	1
3. Free bus, train and paratransit tickets for seniors who qualify (age and income criteria).	Help seniors who need assistance with transportation and accessibility.	Continue to support this City of Pointe-Claire program that assists senior citizens.	City of Pointe-Claire, STM	Continue to offer this free service to all seniors who qualify (the service is offered every year).	This program has been a service offered by the City of Pointe-Claire for 30 years.	Ongoing	\$40,000	1
AQUATIC CENTRE								
1. Adapted Swim Program	Program is ongoing.	The Aquatic Centre provides adapted programs for a large number of clients – both children and teenagers.	Aquatic Centre	Continue providing quality programs. Provide staff with specific training to work in adapted programs.	Programs continue to be fully registered. Employees attend 4-6 hours of training specifically to work in the adapted programs.	Ongoing	\$9,000 (01-232-16-132)	1
2. Swimming pool lifts	Lift purchased last year was low. This makes transfer between the client's wheelchair and lift more difficult.	Order an additional lift – research lifts with higher chair for easier transfer.	Aquatic Centre	Lift purchased and in use.	Les portes ont été modifiées et peuvent être utilisées par les clients.	December 2020	PTI	2

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
3. Changing table – accessible changing room	Lack of dedicated space in locker room.	Researching adult sized changing tables- considering areas easily accessible to pools to use.	Aquatic Centre, Engineering	Repurpose space and purchase changing table.	Table in place and accessible changing area in place.	2020	PTI	3
ARTS, CULTURE AND LIBRARIES								
1. Get mobile device to help with reading for individuals with visual impairments.	Reading documents in regular print can be difficult for individuals with visual impairments.	Purchase an assistive device.	Library/Purchasing	Purchase device and establish a protocol for usage.	Number of requests for use.	December 2021	\$1,500 – \$5,000	2
2. Remove small threshold at the entrance of accessible washroom.	The threshold limits accessibility, especially for those using a wheelchair.	Modify current threshold and install a small ramp or find an alternative solution.	Engineering, Buildings	Facilitate entry into washrooms for all individuals.			To be determined	1
3. New magazine stands in the reference room (to complete the 2018 project).	To improve access to magazines and newspapers.	Complete the 2018 project with an identical magazine cabinet.	Buildings	Installation of new furniture and removal of the old.	Use of the furniture and magazines.	Summer 2020	Contract given but stopped due to Covid-19.	2
4. Programming for groups of children with special needs (reading program).	There can be difficulties for children with special needs to participate in the current activities.	Contact with specialized groups in elementary schools. Offer a programmed story time for the group before library opening hours.	Library Schools Public Security Police Firefighter	Offer the program to four classes from the Marguerite- Bourgeois school.	Number of children participating. Post- activity teacher survey and feedback.	December 2021 Project started but suspended due to Covid-19.	Employee salary	2
5. Facilitate access to the information desk for individuals using mobility devices, i.e., wheelchairs.	Difficulty for individuals using a wheelchair to access the adapted section of the reception desk because of the book racks nearby.	Remove nearby shelving, relocate the documents.	Buildings	Redevelopment of this section to increase the space to facilitate access around the information desk for individuals using a wheelchair.	Increase in use of this section of the information desk.	Fall 2020		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
6. Accessible subscription form.	The current subscription form is written in small font and the lines to complete are difficult to fill in for individuals with visual impairments.	Produce a new form with larger fonts and spacing.	Library	Form is produced and in use.	Feedback from library users.	Fall 2020 / Early 2021		
DAY CAMPS								
1. Use adapted bike for several campers attending Pointe-Claire camps.	Prioritizing the needs and schedules of campers.	Permission form issued for campers to use bike.	Accessibility Committee	Continue to improve service to make camps fully accessible (integration).	Campers who could not bike can now bike with the rest of the Pointe-Claire teen camp campers.	Continuous		
2. Increase number of companions for summer CSLCD programs.	Not enough companions to meet demands and properly address the needs present in all CSLCD summer programs.	Request budget increase for extra companions.	CSLCD	Continue to try and fill the needs of participants in all summer CSLCD programs.	Increase in companion staff.	2020-2021		1
3. Incorporate inclusion activity and activity booklet in Pointe-Claire camps.	Activity can only be implemented for one camp location at a time.	Activity afternoon organized for Junior Camp.	Accessibility Committee, MAB- Mackay, Lester B. Pearson School Board, Richmond Hill, BC, WIAIH,	Incorporate inclusion activity and booklet in all Pointe-Claire camps.	Children in Junior Camp will have an afternoon of activities designed to encourage inclusion and acceptance.	Cancelled due to Covid-19.		
4. Intercity integration training for summer camp companions.	Planning and ensuring training information is up to date.	Accessibility supervisor collaborates with neighbouring municipalities to coordinate and plan integration training for companions.	CLSCD, City of Dorval, WIAIH, City of Kirkland	Accessibility supervisor maintains coordinator role and plans the training prior to the summer season starting.	Integration training is held and attended by all companions of neighbouring municipalities and programs.	Annually		1

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
5. Purchase adapted equipment.	Anticipating the needs prior to the summer season beginning.	Companion program purchases adapted equipment and sensory tools to aid in the inclusion process for campers with various needs.	CLSCD	Companion program continues to use budget to purchase the required tools to meet campers' needs.	Companion program maintains a repertoire of equipment and tools and campers have what they need to aid in the inclusion process.	Annually	\$600	2
STEWART HALL CULTURAL CENTRE								
1. Lower the thresholds of the French doors to go onto the patio during the renovation of the doors and windows.	The thresholds of the French doors are high and may be limiting for an individual using a walker or wheelchair.	A study for the replacement of doors and windows at Stewart Hall is complete and the replacement work is being planned. It will be necessary to ensure the thresholds of its doors are adequate.	Engineering, Buildings	Follow up the acceptance of the project and follow up on the work.	The threshold for the doors will be lowered and accessible for all.	December 2020	Engineering	
2. Exhibition on the history of Stewart Hall with various levels of reading to promote accessibility.	The current exhibit is made of historical photographs that are hard to read, have little information and are not accessible for those with visual impairments.	Historical research and choice of information so it is accessible to all reading levels. Using different characters and original graphics for a simplified level of reading.	Stewart Hall, Communications	Concept and research	Number of visitors	Summer/Fall 2020	\$5,000-\$7,000	2
3. Reception training	Inclusive and welcoming reception area for individuals with various limitations.	Have a welcoming and flexible reception structure to accommodate the diverse clientele, with training from Altergo or Keroul.	Stewart Hall	Find appropriate training to enhance employee's abilities and approaches at reception.		Fall 2020	\$1,000	

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
4. Analysis and reflection of locations and parks for the Summer Rhythms tour in the parks.	Some locations are far from accessible trails. People with reduced mobility cannot always go near the stage or position themselves properly. The change of parks makes it difficult to plan for the location of the stage in relation to accessibility.	Select certain parks with proper accessibility access and validate the stage location according to accessibility.	Stewart Hall	Analyze planned locations with the sports facilities team in relation to accessibility. Suggest location changes when necessary or offer to keep the same park and sites from one year to the next to ensure that accessibility is consistent.	Increase in attendance of spectators with reduced mobility.	Summer 2021		2
CANOE CLUB								
1. Better organization of equipment to accommodate members living with a disability.	Lack of outdoor storage space reserved for Para canoe equipment.	We have the minimum necessary adapted equipment. Requests for storage and equipment were made in the PTI 2019- 2021 as part of the new Grande-Anse Park Project.		Acquire and install a cabinet or outdoor storage space that can be locked and that will be used exclusively for adapted equipment. Purchase equipment: seat, stabilizer cushions, Velcro, kayaking gloves, foam tube.	Cabinet with equipment in place. The equipment should make it possible to assist various members with different disabilities.	2020	Adapted life jacket and paddles. \$3,000 Adapted seats for kayaks \$3,000 Other accessories for clients with disabilities \$2,000 Launching platform for docks \$10,000 Storage unit with locks for adapted accessories \$2,500 (PTI 2019-2020-2021)	

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
2. Easy and safe access to both dock areas (Part of Grande-Anse Project 2019-2021).	Canoe Club: Steep incline to access the dock Grande-Anse chalet: Not accessible.	Plans for new docks in Grande-Anse Park and a universal accessibility request have been submitted to Engineering and to the administration.	Administration, Engineering, Universal Accessibility Committee	Improve accessibility to the docks.	Docks are safely accessible.	Spring 2020	PTI 2020 250 000 \$	
COMMUNITY GARDENS								
1. Incorporate accessible standing planters in the Valois community gardens.	Determining location and budget.		Public Works / CLSCD	Installations of the standing planters.	Standing planters will be installed and used by community.	2020-2021		
BUILDINGS								
1. Grande-Anse Park project includes accessible chalet and dock access.		Plans for the Grande-Anse Park project are established and approved.	Buildings		Grande-Anse Park project is completed and the space is in use.	Fall 2020		
2. Increase number of accessible entrance ramps outside the Bob Birnie Arena.	Only one entry point had been accessible from the parking lot.		Engineering		Four entry ramps will be accessible from the outside of the facility.	In progress		
3. Renovate Public Works building and install elevator to make the second floor accessible.		Plans established for the renovation of the building.	Engineering	Building renovations will be in progress.	Public works building will be renovated and accessible.	2021-2022		
4. Accessible design: Include accessibility on a statutory basis in new projects to design buildings and parks.		Participation in definition of CIP budgets to ensure universal accessibility of parks and buildings.	The City and all departments	Continued evaluation of current projects and new projects for the future. Participate in selection committee for a professional service.	Levels of accessibility of new buildings and parks.	In progress		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
ENGINEERING – PARKS AND GREEN SPACES								
1. Add more accessible playground equipment in various existing parks.	Most of the current equipment in the City's parks is not accessible to all children.	Install accessible activity panels in a selected park.	Engineering and Buildings	Installation of accessible activity panels at Cedar Park.	More accessible playground equipment.	Spring 2020	\$49,435 (63-420-19-040)	2
HUMAN RESOURCES								
The City of Pointe-Claire is subject to the <i>Act respecting equal access to employment in public bodies</i> . In 2009, an Equal Access to Employment program (PAÉ) was established to increase the representation of the following target groups: 1. Women 2. Visible minorities 3. Indigenous peoples 4. Ethnic minorities 5. Individuals living with a disability or impairment								
1. PAÉ Inform and educate managers about the goals of the PAÉ program.	Lack of information and awareness among the managers regarding the City of Pointe-Claire's PAÉ objectives.			Presentation at the executive meeting of PAÉ objectives.		Manager meeting 2020		
2. Recruitments and hiring: Using NJOYN, generate reports to determine the representativeness of target groups in recruitment and hiring. Post jobs on specialized sites to reach target population.				Use specialized sites on a regular basis when posting.		To be implemented during the new HRMS 2020.		
3. Implement changes in working conditions to meet the needs of all employees. List changes already made by the City. Identify organizations that can offer advice on possible changes for each disability.		Analyze needs when they are reported to HR.	Nazareth and Louis-Braille Institute External ergonomists for the adaptation of work stations			Continuous and in the future, depending on needs.		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
4. Subsidized jobs or internships in the workplace for all students living with a disability.		Renewal of the EQ grant for blue collar employees.	C.R.O.M. : Centre de réadaptation de l'ouest de Montréal Action Main d'œuvre inc. Territory management service (real property service), Public works	Renewal of subsidy for blue collar employees. Improvement of working conditions (salary increase).	Managers include the subsidized employee in the planning of park operations and/ or in concierge tasks. Employee manages situations that occur appropriately and with greater autonomy. The employee is part of the team!	In progress		
FINANCE (INTERNAL SERVICES)								
1. Find ways to ensure quotes include accessibility requirements for purchasing; therefore it can be considered when decision is made.	Accessibility considerations have been addressed at the end of the purchasing process once the specifications are completed.	The guide on sustainable purchasing is completed.	Service of contractual and material resources.	Continue to promote the integration of accessibility in the projects of City departments. As a result, applicants will be able to provide quotes including accessibility in their documents.	Increase in the number of quotes and documents written with the inclusion of accessibility.	Continuous		
2. Establish a PTI budget dedicated exclusively to accessibility projects.		Promote the mission of the accessibility committee to council members and citizens. Make a link between the requested budget and the objectives set by the committee in the accessibility Action Plan.	All departments	Plan budget projects for PTI 2021- 2022, which will be dedicated specifically to accessibility projects.	Appropriate purchase made to improve leisure offerings in terms of accessibility.	2020-2021	\$10,000 – 2020 \$15,000 – 2021	
PUBLIC WORKS								
1. Install standing planters at Valois Community Gardens	Placement and budget	Topic has been discussed and a plan for placement and purchase will follow.	Public Works, CLSCD	Develop a plan for placement.		2021-2022		

2020 OBJECTIVES

OBJECTIVES	OBSTACLES	ACTIONS TAKEN	PARTNERS AND/ OR DEPARTMENTS RESPONSIBLE	OBJECTIVES FOR THE FOLLOWING YEAR	SUCCESS INDICATORS	TIMELINE	BUDGET	PRIORITY
2. Relocate standing planters from Arthur Séguin Chalet and combine them with the ones at the Central Library.	Maintaining social distancing in accordance to Covid-19 regulations.	Given the closing of the chalet due to the COVID-19 pandemic, all the planters will be installed next to the Central Library.	Public Works, CLSCD	Continue to ensure that all citizens benefit from a gardening experience with universal accessibility.	Harvest of most vegetables	2020		

PLANNING

1. Improve the accessibility of residential buildings.	The building code is not binding enough.	Amend our building code for small buildings.	Urbanism	Enforce the regulations according to the requests.	New Commission de la Construction du Québec CCQ regulations for buildings adopted.	End of 2020		1
2. Ensure compliance with building standards for accessibility.		Verify compliance of standards with each request received.	Urbanism	Continue to enforce standards.**	Reference to code and inspection made with each license application.**	Continuous		
3. Accept requests for accessibility quickly.		Find ways to speed up and facilitate approval process (PAD program).	CLSC St-Louis/Consultants/Urbanism	Establish a plan of action.	Permit for PAD program free of charge.	Continuous		
4. Interdepartmental collaboration on the improvement of accessibility within two municipal villages (Valois and Pointe- Claire).	Commercial buildings are not accessible and there are financial limitations.	Interdepartmental meetings to establish ways to improve accessibility.	Accessibility, Planning	Research and development of survey questions.	Research and develop future plans for a follow up meeting in the fall.	2019-2021		

SECTION 9 – Conclusion

The City of Pointe-Claire is committed to offering extraordinary services by supporting all programs and by continually improving services which facilitate universal accessibility to all buildings, programs, events and activities for all residents and visitors. The Accessibility Committee's role is to ensure that all of our programs are implemented to assist and accommodate individuals living with a disability and to increase awareness and acceptance that supports universal accessibility within society.

This representation is very demonstrative of the Accessibility Committee's directive and mandate, and it is part of our mission to welcome and support individuals who wish to participate in the programs offered throughout the

City of Pointe- Claire. As a community oriented municipality, we strive to offer quality services and programs to welcome and support all children, youth, families, senior citizens and individuals. The goal is to promote inclusion and acceptance within our community.

The municipality welcomes you to access the *2020 Municipal Action Plan for the Social and Professional Integration Of Persons with a Disability*.

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

SECTION 10 – Accessibility committee

COMMITTEE MEMBERS	
City of Pointe-Claire	Tara Stainforth, City Councillor
Inspection – Public Security	Réjean Cauchon, Chief of Operations of Inspection
Communications	Ermelinde Petelo, Communications Agent
CSLCD – Aquatic Centre	Jane Stowe, Manager – Finance and Special Programs
CSLCD – Arts, Culture and Libraries	Micheline Bélanger, Planner
CSLCD – Community Development and Aid for Seniors	Kathleen Finn, Manager
	Skye Rawlings, Supervisor
CSLDC – Outdoor Sports Fields and Arena	Vicky Barnes, Interim Manager
ENGINEERING AND BUILDINGS	
- Buildings	Giuseppe Ferrera, Senior Manager
- Engineering, Parks and Green Spaces	Louis Paquette, Landscape Architect
Human Resources	Jasmine Ugnat, Advisor – Performance and Relief Management
Finance (Administrative Services)	Simon Chretien, Planner
Public Works	Geneviève Rocheleau, Coordinator
Planning	Stéphane Breault, Coordinator – Permits and Certificates
COMMITTEE SUPPORT	
Association de l'Ouest-de-l'Île pour la déficience intellectuelle / West Island Association for Intellectually Handicapped (WIAIH)	Tracy Wrench, Recreation Coordinator
Office des personnes handicapées du Québec (OPHQ)	Mélissa Guitard, Interim Advisor – Evaluation and Support for the Implementation of the Act Branch
City of Pointe-Claire	Gilles Girouard, Director – CSLCD Brent Cullen, Interim Planner – CSLCD

APPENDIX

CITY BUILDINGS

BUILDING	ADDRESS	ELEVATOR ACCESSIBLE FOR PERSONS WITH A DISABILITY	ACCESS RAMP FOR PERSONS WITH A DISABILITY	ACCESSIBLE WASHROOM FOR PERSONS WITH A DISABILITY	COMMENTS
Aquatic Centre	60 Maywood Avenue	NR	NR	Yes	
Bob-Birnie Arena	58 Maywood Avenue	No	NR	Yes	The accessible washrooms are on the first floor (between the main entrance and the annex).
Canoe Club	75 Du Bord-du-Lac – Lakeshore Road	NR	Yes	Yes	
Canoe Club	73 Du Bord-du-Lac – Lakeshore Road	NR	NR	NR	Canoe storage
Central Library	100 Douglas-Shand Avenue	NR	NR	Yes	
Chalet – Arthur-Séguin Park	365 Saint-Louis Avenue	Yes	No	Yes	
Chalet – Arthur-Séguin Park – Swimming Pool	367 Saint-Louis Avenue	NR	NR	No	
Chalet – Bourgeau Park	5 Sainte-Anne Avenue	NR	Yes	No	
Chalet – Bourgeau Park – Swimming Pool	5A Sainte-Anne Avenue	NR	NR	Yes	
Chalet – Bowling Green	17 De Lourdes Avenue	NR	Yes	No	
Chalet – Cedar Heights Park	20 Robinsdale Avenue	No	No	Yes, 2	No elevator to reach the accessible washrooms on the 2nd floor
Chalet – Cedar Heights – Swimming Pool	22 Robinsdale Avenue	NR	NR	No	
Chalet – Clearpoint Park	40 Killarney Gardens Avenue	NR	NR	No	
Chalet – Hermitage Park	400 Hermitage Avenue	NR	NR	Yes, 2	
Chalet – Kinsmen Park	75 Drayton Avenue	NR	NR	Yes	
Chalet – Kinsmen Park – Swimming Pool	75 Drayton Avenue	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 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	
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	

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
Community Watch	399 Saint-Jean Boulevard	NR	NR	Yes	
Gate – Snow depot	2550 Aviation Road	NR	NR	NR	
Gate – Boat launching ramp	2A Cartier Avenue	NR	NR	NR	
Hyacinthe-Jammes-dit-Carrière House	152 Concord Crescent Avenue	No	No	No	
Noël-Legault Community Centre	245 Du Bord-du-Lac – Lakeshore Road	No	No	No	
Montreal Fire Department, Station 55, Pointe-Claire, and Municipal Court	401 Saint-Jean Boulevard	No	Yes	Yes	
Montreal Police Department, Station 5 (COMM)	395 Saint-Jean Boulevard	NR	NR	Yes	
Pointe-Claire Lawn Bowling	260 Lanthier Avenue	NR	NR	NR	
Pointe-Claire Sailing Base	90 Du Bord-du-Lac – Lakeshore Road	NR	NR	No	
Pointe-Claire Volunteer Rescue Unit (PVRU)	2A Victoria Avenue	NR	NR	No	
Public Works	50 Terra-Cotta Avenue	No	No	No	
Pumping station – Pointe-Claire reservoir	9997 Trans-Canada Highway	NR	NR	No	
Recreation and Parks		No	Yes	Yes, 2	Access ramp on 1st floor only
Screening room	94 Douglas-Shand Avenue	NR	NR	NR	
Shelter – Valve house – Bourgeau Park	246 Du Bord-du-Lac – Lakeshore Road	NR	NR	NR	
Stewart Hall Cultural Centre	2B Cartier Avenue	Yes	Yes	Yes	1st floor
Soccer / Baseball Association offices	176 Du Bord-du-Lac – Lakeshore Road	NR	NR	Yes	
Storage domes – Public Works (2)	100 Terra-Cotta Avenue	NR	NR	NR	
Valois Library and West Island Citizen Advocacy	50 Terra-Cotta Avenue	No	No	No	
Valois train station – Community Resources	68 Prince-Edward Avenue	NR	Yes	Yes	
Water production plant	114 Donegani Avenue	No	No	No	
Water tower	243 Du Bord-du-Lac – Lakeshore Road	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					