

2021

MUNICIPAL ACTION PLAN

FOR THE SOCIAL AND PROFESSIONAL INTEGRATION OF PERSONS WITH A DISABILITY



Table of contents

SECTION 1 – Introduction and statistics	3	SECTION 5 – Emergency measures and safety protocol	7
<i>Introduction</i>	<i>3</i>	5.1 <i>Communication and support</i>	<i>7</i>
<i>Statistics.....</i>	<i>4</i>	5.2 <i>City traffic committee.....</i>	<i>7</i>
SECTION 2 – Mission of the City of Pointe-Claire	5	5.3 <i>Transportation</i>	<i>7</i>
<i>Dedicated to Pointe-Claire’s life!.....</i>	<i>5</i>	5.4 <i>Protocol established at the culture, sports, leisure and community</i>	
<i>History of the Action Plan.....</i>	<i>5</i>	<i>development department and inspection – Public security.....</i>	<i>7</i>
<i>General objectives.....</i>	<i>5</i>	SECTION 6 – 2020 Summary-2021 Overview	8
SECTION 3 – Legal issues	6	SECTION 7 – Conclusion	15
<i>Act to secure handicapped persons in the exercise of their rights with a view</i>		SECTION 8 – Accessibility committee.....	16
<i>to achieving social, school and workplace integration</i>	<i>6</i>	<i>Committee members</i>	<i>16</i>
SECTION 4 – Community organizations helping		<i>Committee support</i>	<i>16</i>
Pointe-Claire residents	6	APPENDIX	17
		<i>City buildings.....</i>	<i>17</i>

SECTION 1 – 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 2021 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 2 – 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 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 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 4 – Community Organizations Helping Pointe-Claire Residents

- ABOVAS: W. I. Volunteer Accompaniment Service, 514-694-3838, www.abovas.com/en/
- 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, wiah.qc.ca

SECTION 5 – Emergency measures and safety protocol

5.1 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.

5.2 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.
- Evaluate and assess the various dimensions of traffic and circulation within the municipality with Inspection-public security.

5.3 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

5.4 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.

Protocols

- In an emergency, 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 of emergency protocols.
- 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 6 – 2020 Summary-2021 Overview

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
ACCESSIBILITY COMMITTEE OBJECTIVES: Support all municipal projects regarding inclusive design and accessories respecting universal accessibility for all.					
Discussion regarding various traffic areas were held during accessibility committee meetings.	Evaluate and assess the various dimensions of traffic and circulation within the municipality with Inspection-public security.	Accessibility Committee Public Security Engineering and Buildings Public Works	Action to be continued 2021-2022 (underway)	Moved to section 6.2 See additional measures	
Train all Culture, Sports, Leisure and Community Development (CSLCD) staff for assisting in emergency measures.	Awareness training session for staff assisting in all emergency situations in the city.	Accessibility Committee WIAIH CIUSSS Public Security CSLCD employees	Action to be continued 2021-2022 No training was held due to the Covid-19 pandemic	2021- 2022	
Continue regular accessibility meetings with employees in all departments	Representative from each department present and contributing to sustainable development strategies and reviewing new projects and developments.	Accessibility Committee CSLCD All municipal departments	3 meetings in 2020 Ongoing	Moved to Section 10	
Interdepartmental collaboration on the improvement of accessibility in the Pointe-Claire and Valois villages.	Interdepartmental meetings to establish ways to improve accessibility in these two villages for merchants and customers.	Accessibility Committee Planning	Action to be continued 2021-2022	Planned for 2021-2022	
Support all municipal projects regarding inclusive design and accessories respecting universal accessibility for all	Evaluate all the necessary criteria for all future purchases within the City.	Accessibility Committee All municipal departments	Ongoing	Moved to objectives	
Enhance and collaborate with the current Emergency Measures Committee in regards to universal accessibility	Train employees for emergency measures with focus on transportation, shelter accommodations and communication methods. Civil security measures will be added to sensitization training for employees	Accessibility Committee Public Security CSLCD employees	Action to be continued 2021-2022	Planned for 2021-2022 Modification of training content planned 2021-2022	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Evaluate community and citizens' accessibility needs via various means.	Develop plans for focus groups and/or individual interviews.	Accessibility Committee Communications Diversity and Social Inclusion Committee	Action to be continued 2021-2022	Planned for 2021-2022	
Continue to be informed and up to date on accessibility standards and practices	Municipal participation in community seminars, conferences and webinars to support, educate and promote social inclusion and acceptance regarding accessibility.	Accessibility Committee OPHQ, AlterGo, AQLP, CAMF, Réseau des municipalités accessibles.	Achieved in 2020 4 conferences in 2020	Planned for 2021	
Evaluate and assess the various dimensions of traffic within the municipality with Inspection – Public Security.	Proposal to evaluate pedestrian traffic at the 3 train stations will be presented to the traffic committee	Accessibility Committee Traffic Committee Public Security		Planned for 2021-2022	
COMMUNICATIONS OBJECTIVE: Improve accessibility across all platforms of communication within the municipality.					
Optimization of the universal accessibility page on the City's website	Incorporate a page for the social and professional integration of people with disabilities into the City's new website.	Communications	Achieved in 2020		
Provide Web content on accessible locations and facilities in the City to external partners.	Increase the City's visibility on various platforms, particularly government platforms, which aim to make tourism and culture accessible to individuals with reduced mobility.	Communications Planning Engineering	Action to be continued in 2022	Planned for 2022	
Incorporate Braille in public signage to make information more universally accessible.	Braille signage to be added at the Tony-Proudford Park.	Communications Engineering	Achieved in 2020		
Incorporate Braille in public signage to make information more universally accessible.	Braille signage to be added to new Baie-de-Valois nautical centre.	Communications Engineering	Action to be continued in 2022	Planned for 2021	
Add pictograms that identify accessible buildings on the interactive map on the City's website.	Indicate buildings that have accessible entrances and washrooms.	Communications CSLCD		Planned for 2021-2022	
Evaluate the website to improve accessibility and inclusivity.	Award contract to retain the services of a firm specializing in assessment and support.	Communications External firms		Planned for 2021-2022	
Consider the implementation of a closed captioning option for council meetings.	Award contract to retain the services of a firm specializing in assessment and support.	Communications External firms		Planned for 2021-2022	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT DEPARTMENT (CSLCD) OBJECTIVE: improve accessibility in all leisure services offered.					
Collaborate with West Island Association for the Intellectually Handicapped (WIAIH) to offer recreation space for programming.	Recreation space in Pointe-Claire building offered to WIAIH on a weekly basis for programming.	CSLCD Administration WIAIH	Action to be continued in 2021 No indoor activities due to Covid-19	Planned for 2021 (fall) Location of space to be determined due to 2021 schedule	
Assist senior citizens by offering home services for those that do not qualify for support programs within the City.	Yard work and general cleaning services for low-income seniors in their homes and apartments (those who qualify)	Aid for Seniors CSLCD employees	In progress – Yard work Achieved in 2020 Cleaning services suspended due to Covid- 19	Planned for 2021	\$320,700
Offer activities at the Senior Centre as well as special events a telephone call service to all senior citizens of Pointe-Claire.	Activities and services offered to address isolation and increase socialization opportunities among seniors in Pointe-Claire. Virtual calendar of activities offered via Zoom.	Aid for Seniors CSLCD CIUSSS Community Resource Centre, Volunteer West Island, Citizen Advocacy	Achieved in 2020 Ongoing Virtual calendar of activities offered	Planned for 2021	\$17,000
Help seniors who need assistance with transportation and accessibility.	Free bus, train and paratransit tickets for seniors who qualify (age and income criteria).	Aid for Seniors CSLCD STM	Achieved in 2020	Planned for 2021	\$40,000
Offer wellness checks and calls to Seniors in Pointe-Claire in the context of the Covid-19 pandemic.	All seniors registered for services receive a call 2x a week while an additional list receive by weekly visits outside their home.	Aid for Seniors	Achieved in 2020	Planned for 2021	
Add additional stops to the Navette OR transport line in Pointe-Claire for senior residents	Proposal of 6 additional stops in Pointe-Claire suggested to the STM	Aid for Seniors STM	In progress	Planned for 2021	
Provide adapted programs for a children and teenagers at the Aquatic Centre.	Programs continue to be fully registered. Employees attend 4-6 hours of training specifically to work in the adapted programs.	Aquatic Centre	Only 1 session offered in 2020 Aquatic Centre closed due to Covid-19	Planned for 2021	\$9,000 (01-2320160132)
Add a permanent lift to 10-50m deck. Current lift is too low and makes transfer from wheelchair and lift more difficult.	Order an additional lift – research lifts with a higher chair for easier transfer.	Aquatic Centre	Action to be continued 2021-2022	Planned for 2021-2022	\$10,000 (CIP)
Repurpose space at Aquatic Centre to add a changing table	Adapted changing table purchased and is available to all users	Aquatic Centre, Engineering	Purchase achieved in 2020		\$5, 605.95 (CIP)
Purchase a mobile device to help with reading for individuals with a visual impairment.	Purchase a device and establish a protocol for use.	Library		Planned for December 2021	\$1,500 – \$5,000
Remove door sills at the entrance of the library's accessible washroom.	Modify current sills and install a small ramp or find an alternative solution.	Library Engineering and Buildings	Action to be continued 2022	Planned for 2022	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Install new lightweight magazine racks with easy-to-open doors in the reference room (to complete the 2018 project). The old magazine racks were difficult to open	Complete the 2018 project with installation of an identical magazine rack.	Library Engineering and Buildings	Achieved in 2020		\$ 20,000.
Provide adapted programming for groups of children with special needs (reading program).	Contact groups of young people with autism spectrum disorder (ASD) in elementary schools. Offer a story-time program for these groups before library opening hours.	Library Elementary schools Public Security Fire department		Planned for December 2021 (project started but suspended due to Covid-19)	Employee salaries
Facilitate access to the information desk for individuals using mobility devices, i.e., wheelchairs.	Remove nearby shelving, relocate the documents to create space to access the reception desk.	Library Engineering and Buildings	Achieved in 2020		
Produce a new subscription form for members with larger fonts and spacing.	Implement new form for all users.	Library	Achieved in 2020		
Use an adapted bike available for several campers attending Pointe-Claire camps.	Prioritizing the needs and schedules of campers who require use of adapted bike.	Day Camp	Action to be continued 2021 No day camps were held in 2020 due to Covid-19	Planned for 2021	
Increase number of companions for summer CSLCD programs.	Request budget increase for extra companions.	Day Camp CLSCD	Action to be continued 2021 No day camps were held in 2020 due to Covid-19	Reduction in registration due to health restrictions	
Organize awareness-raising activities for the day camps	Incorporate inclusion activity and activity booklet in Pointe-Claire day camps.	Day Camp Accessibility Committee MAB-Mackay Lester B. Pearson School Board, Richmond Hill, BC, WIAIH	Action to be continued 2021 No day camps were held in 2020 due to Covid-19	Planned for August 2021	
Provide integration training for summer camp companions.	Accessibility supervisor collaborates with neighbouring municipalities to coordinate and plan integration training for companions.	Day Camp City of Dorval WIAIH City of Kirkland	No day camps were held in 2020 due to Covid-19.	Planned for 2021	
Purchase adapted equipment for day camp inclusion program.	Anticipate the needs prior to the summer season beginning and purchase of adapted equipment and sensory tools.	Day Camp	Action to be continued 2021 No day camps were held in 2020 due to Covid-19.	Planned for 2021	\$600
Evaluate need for additional adapted bike.	Evaluate number of requests for adapted bike usage.	Day Camp Accessibility		Planned for 2021	
Lower the sills of the French doors leading to the patio during the renovation of the doors and windows at the cultural centre.	A study for the replacement of doors and windows at Stewart Hall is complete and the replacement work is being planned.	Stewart Hall Cultural Centre Engineering and Buildings	Action to be continued in 2021	Planned for fall 2021	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Set up the exhibition on the history of Stewart Hall with visuals and content at different heights on the wall.	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 Cultural Centre Communications	Achieved in 2020		\$5,000-\$7,000
Provide training to municipal employees in order to provide a welcoming and inclusive environment for all Pointe-Claire residents and visitors.	Find appropriate training to enhance employee's abilities and approaches at reception through AlterGo or Kéroul.	Stewart Hall Cultural Centre CLSCD Employees Human Resources Kéroul	Achieved 2021	Training provided by Kéroul	\$1,000

OBJECTIVES FOR 2021

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Select certain parks with proper accessibility access and validate the stage location according to accessibility for the Summer Rhythms tour in the parks.	Analyze planned locations with the sports facilities team in relation to accessibility. Suggest changes when necessary or offer to keep the same park and sites from one year to the next to ensure that accessibility is consistent.	Stewart Hall Cultural Centre	Action to be continued in 2022	Planned for 2022	
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.	Better organization of equipment to accommodate members with a disability.	Nautical Activities Engineering and Buildings	Action to be continued in 2021-2022	Planned for 2021-2022	
Improve accessibility to the docks.	Plans for new docks in Grande-Anse Park and a universal accessibility request have been submitted to the Engineering and Buildings Department. Easy and safe access to both dock areas (part of 2019-2021 Grande-Anse project).	Nautical Activities Engineering and Buildings	Action to be continued in 2021	Planned for 2021	

ENGINEERING AND BUILDINGS OBJECTIVE: Include accessibility on a statutory basis in new projects to design buildings and parks. Improve accessibility in existing buildings.

The Grande-Anse Park project includes a nautical centre and an accessible dock area.	Establish dock plans for Grande-Anse Park designed to improve the environment while promoting accessibility.	Engineering and Buildings	Achieved in 2020		
Increase number of accessible entrance ramps outside the Bob-Birnie Arena.	Four entry ramps will be accessible from the outside of the facility.	Engineering and Buildings	Achieved in 2020		

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Renovate Public Works building and install elevator to make the second floor accessible.	Plans established for the renovation of the building.	Engineering and Buildings	Action to be continued in 2022	Planned for 2022	
Include accessibility on a regulatory basis for all new building and park development projects.	Continued evaluation of current projects and new projects for the future. Participate in selection committee for a professional service.	Engineering and Buildings	Ongoing	Moved to objective	
Install ramp at the back entrance of Ovide Chalet.	Installation of small ramp to create accessible entrance without obstacles from the pathway into the building at the back entrance.	Engineering and Buildings		Planned for 2021	
Modification of outdoor front staircase of Ovide Chalet.	Staircase to be modified with proper platform area accessing emergency exit from the gym. New stairwell and railings at entrance for improved access into the building.	Engineering and Buildings		Planned for 2021	
Modify the outdoor front staircase at Cedar Park Chalet.	Modify steps and create a stair landing to the edge of the door to create an entrance aligned with the stairwell leading into the building.	Engineering and Buildings		Planned for 2021	
ENGINEERING AND BUILDINGS OBJECTIVE: Improve accessibility to existing parks and green spaces within the community.					
Install activity panels in a selected park.	Installation of activity panels at Cedar Park Heights.	Engineering and Buildings	Achieved in 2020		\$49,435 (63-420-19-040)
Identify Navette Or Taxi stops where benches can be installed.	Installation of benches at 4 different stops within the City.	Engineering and Buildings		Planned for 2021	\$23,615
Replace the docks in the Valois Bay»area.	Design of the access path, walkway and floating docks include modified slopes to allow universal access.	Engineering and Buildings		Planned for 2021	\$295,000 Docks and pathway
HUMAN RESOURCES OBJECTIVE: The City of Pointe-Claire is subject to the Act respecting equal access to employment in public bodies. In 2009, an equal access to employment program (EAE) was established to increase the representation of municipal employees in the following target groups: 1. Women 2. Visible minorities 3. Indigenous peoples 4. Ethnic minorities 5. Individuals living with a disability or impairment					
Inform and educate managers about the goals of the EAE program.	Presentation on EAE objectives at the executive committee meeting.	Human Resources	Achieved in 2020		
Ensure equal opportunities in recruitment and hiring.	Specify in all job postings that the City subscribes to the principals of equal employment and invites individuals with disabilities to submit their application. Post jobs on specialized sites to reach various populations.	Human Resources	Achieved in 2020	Planned for 2021	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
Implement changes in working conditions to meet the needs of all employees.	Analyze needs when they are reported to Human Resources. Consult organizations that can offer advice on possible accommodations.	Human Resources Nazareth and Louis-Braille Institute External ergonomists for the adaptation of workstations		Planned for 2021 Depending on needs for all employees	
Obtain subsidies for jobs or internships in the workplace for all students living with a disability.	Request renewal 2020-2021 of the EQ grant for blue collar employees.	Human Resources Centre de réadaptation de l'ouest de Montréal (CROM) Action Main d'œuvre inc. Territory management service (real property service) Public works	Achieved in 2020	Planned for 2021	
Offer group training to staff on accessibility and the needs of clients with disabilities.	Group training to be offered to staff of the CSLCD Department by Kéroul.	Human Resources CSLCD Kéroul		Planned for 2021	
Establish a budget for the Three-Year Capital Investment Program (CIP) dedicated exclusively to accessibility projects.	Plan budget projects for CIP 2020- 2022, which will be dedicated specifically to accessibility projects.	Finance Accessibility Committee	Achieved in 2020-2022		\$10,000 – 2020 \$15,000 – 2021
PUBLIC WORKS OBJECTIVE: Increase access to municipal and community services and spaces.					
Add accessible standing planters at the Valois Park community gardens.	Determining location and budget.	Community Gardens Public Works	Action to be continued 2022	Plan to be proposed	\$1,000 per table (purchase estimate for four tables) approximate total cost \$4,000
Install accessible standing planters at Arthur-É.-Séguin Chalet and at the Central Library.	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	Achieved in 2020	Planned for 2021	
Install accessible planters at Stewart Hall Cultural Centre for the children in the preschool and summer programs.	Planters will be installed at Stewart Hall Cultural Centre for use during the 2021 summer programming.	Public Works, CLSCD	Action to be continued 2021-2022	Planned for 2021	\$1,000
Create an inventory of pathways and access points for parks and public spaces to ensure they are universally accessible (lowered curb, modified sidewalk, etc.)	An inventory of all pathways and sidewalks requiring modifications will be completed and corrections will be made. Inspections will be conducted to ensure universal accessibility.	Public Works CLSCD	In progress	Planned for 2021	

MEASURES	ACTIONS TO BE TAKEN	PARTNERS AND/OR DEPARTMENTS RESPONSIBLE	2020 SUMMARY	2021 OVERVIEW	BUDGET
URBAN PLANNING OBJECTIVE: Encourage building standards for accessibility in residential and community buildings.					
Improve the accessibility of residential buildings.	By-law PC-2786 will be updated to reflect the provisions of the new Quebec Construction Code.	Planning	In progress	Planned for complete adoption for 2021	
Ensure compliance with building standards for accessibility.	Verify compliance of standards with each request received.	Planning	Ongoing	Moved to objectives	
Improve accessibility in the Pointe- Claire and Valois villages.	Interdepartmental meetings to establish ways to improve accessibility in these two villages for merchants and customers.	Planning Engineering and Buildings Public Works Accessibility Committee	Action to be continued in 2021-2022	Planned for 2021-2022	

SECTION 7 – 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 *2021 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 8 – Accessibility committee

COMMITTEE MEMBERS	
City of Pointe-Claire	Tara Stainforth, City Councillor
Inspection – Public Security	Anne Marie Laurin, Interim Chief of Operations – Inspection – Public Security
Communications	Ermelinde Petelo, Communications Agent – Communications
CSLCD – Aquatic Centre	Jane Stowe, Manager - Finance and Special Programs – Culture, Sports, Leisure and Community Development
CSLCD – Arts, Culture and Libraries	Micheline Bélanger, Planner - Arts, Culture and Library – Culture, Sports, Leisure and Community Development
CSLCD – Community Development and Aid for Seniors	Kathleen Finn, Manager - Community Support and Aid for Seniors – Culture, Sports, Leisure and Community Development
CSLDC – Outdoor Sports Fields and Arena	Vicky Barnes, Manager - Arena, Sports Facilities and Standards – Culture, Sports, Leisure and Community Development
ENGINEERING AND BUILDINGS	
– Buildings	Giuseppe Ferrera, Senior Manager - Buildings Department – Engineering and Buildings
– Engineering, Parks and Green Spaces	Michael Antonecchia, Supervisor - Municipal Engineering, Projects – Engineering and Buildings
Human Resources	Jasmine Ugnat, Senior Advisor - Performance and Succession Management – Human Resources
Finance (Administrative Services)	Simon Chretien, Manager - Compensation and Benefits – Finance Department
Public Works	Geneviève Rocheleau, Assistant Director - Public Works Department
Planning	Stéphane Breault, Manager - Permits and Certificates – Planning Department
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)	Eric Vaillancourt, counselor – Evaluation and Support for the Implementation of the Act Branch
City of Pointe-Claire	Gilles Girouard, Director – Culture, Sports, Leisure and Community Development Brent Cullen, Senior Manager - Sports, Leisure and Community – Culture, Sports, Leisure and Community Development Patricia Strati, Senior Manager - Leisure, Community and Continuous Improvement – Culture, Sports, Leisure and Community Development

APPENDIX

CITY BUILDINGS

<i>BUILDING</i>	<i>ADDRESS</i>	<i>ELEVATOR ACCESSIBLE FOR PERSONS WITH A DISABILITY</i>	<i>ACCESS RAMP FOR PERSONS WITH A DISABILITY</i>	<i>ACCESSIBLE WASHROOM FOR PERSONS WITH A DISABILITY</i>	<i>COMMENTS</i>
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					