

2023

# MUNICIPAL ACTION PLAN

FOR THE SOCIAL AND PROFESSIONAL INTEGRATION OF PERSONS WITH A DISABILITY



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## MESSAGE FROM THE MAYOR

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TIM THOMAS  
MAYOR

We are proud to present the City of Pointe-Claire's 2023 plan for the social and professional integration of people with disabilities. With the advice of the City's Accessibility Committee, we can implement measures that encourage the optimal participation of all our citizens.

Our greatest success is undoubtedly the fact that all of our staff recognize the importance of the plan and adhere to it, and it is thanks to their involvement and dedication that we can optimize the quality of life for our citizens both today and in the future.

A handwritten signature in black ink, appearing to read 'Tim Thomas', written in a cursive style.

Tim Thomas  
Mayor of Pointe-Claire

## SECTION 1 – Introduction and Statistics

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### Introduction

The City of Pointe-Claire is a well-established municipality in the West Island of Montreal. According to the 2021 Census (Statistics Canada), it has a population of 33 488 inhabitants. The municipality is made up of eight electoral districts. One of its mandates is to ensure the social and professional integration of all its residents. As a leader in innovation and community engagement, the City continues to offer quality services by implementing strategies, guidelines and protocols for all citizens. The City of Pointe-Claire strives to meet the needs of all citizens and guests who participate in the many recreational programs offered at its various facilities.

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

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

### City's Accessibility Committee

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

The *2023 Municipal Action Plan for the Social and Professional Integration of Persons with a Disability* reflects the objectives of all of Pointe-Claire's departments and services in terms of integration and accessibility for all individuals who participate in its programs and activities. The aim is to improve or adapt programs and facilities to accommodate public participation, in order to create a broad, versatile service offering.

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



## STATISTICS

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

<b>DISABILITY RATE IN PEOPLE AGED 15 YEARS AND OVER IN QUÉBEC IN 2017, BY AGE GROUP</b>		
<i>Age group</i>	<i>Disability rate</i>	<i>Estimated population</i>
Ages 15 to 24	10.4%	95 340
Ages 25 to 34	10.5%	104 120
Ages 35 to 44	13.3%	138 670
Ages 45 to 54	15.6%	174 410
Ages 55 to 64	19.0%	223 070
<b>Total ages 15 to 64</b>	<b>14.0%</b>	<b>735 610</b>
Ages 65 to 74	20.2%	166 430
Ages 75 and over	32.8%	151 310
<b>Total ages 65 and over</b>	<b>24.7%</b>	<b>317 740</b>

<b>DISABILITY RATE IN PEOPLE AGED 15 YEARS AND OVER IN QUÉBEC IN 2017, BY DISABILITY TYPE</b>		
<i>Disability type</i>	<i>Disability rate</i>	<i>Estimated population</i>
Vision	3.2%	205 920
Hearing	2.8%	182 830
Mobility	6.4%	418 550
Flexibility	6.6%	429 520
Dexterity	2.5%	160 870
Pain	9.8%	639 040
Learning	3.5%	228 570
Development	0.8%	55 280
Mental health	4.6%	298 630
Memory	2.1%	139 170
Undetermined	0.4%	25 170

Source: "Individuals with disabilities in Quebec in figures", *Office des personnes handicapées du Québec*. Consult the sub-tab "Statistical overview of persons with disabilities in Quebec" (page updated on December 12, 2022). Site consulted in March 2023. <https://www.ophq.gouv.qc.ca/publications/statistiques/personnes-handicapees-au-quebec-en-chiffres/apercu-statistique-des-personnes-handicapees-au-quebec.html#c28364>

## SECTION 2 – Mission of the City of Pointe-Claire

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### Providing a welcoming and high quality living environment

The City of Pointe-Claire is a community oriented municipality with many support systems in place to be proactive and involved with all residents. Our goal is to ensure that all of our City buildings and programs are up to standard for all individuals for full participation and access.

Our mission is to ensure that all measures are taken to offer top-quality services and support to all residents, to promote the City as an equal-opportunity employer that encourages women, Indigenous people, members of visible or ethnic minorities, and people living with a disability to apply for jobs. The City of Pointe-Claire offers a variety of resources and support systems in all its departments, including the Mayor's Office and City Council.

We are committed to implementing the objectives in our action plan. Without a doubt, our greatest success is the fact that all City employees recognize the importance of the plan and express their support for it. The City of Pointe-Claire has a responsibility and the duty to maintain the quality of life of its citizens, now and for generations to come.

### 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, City Council adopted a first Accessibility Action Plan to ensure that all individuals have the support needed to access all community facilities and programs.

### General objectives

- Facilitate access to our buildings and programs for all individuals living with a disability. This is a cornerstone of the Accessibility Committee's mandate and part of our mission to integrate and support anyone wishing to participate in the programs offered by the City of Pointe-Claire and its departments.
- Offer quality services that meet the needs of individuals living with a disability, and provide solutions by defining new objectives.
- Develop, integrate and support new programs offered by local organizations that work with people with a disability, to improve the quality of our services and ensure people's needs are met.
- Maintain the equal access employment program offered by Human Resources.

## SECTION 3 – Legal Obligations

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### Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration

Every person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities, is considered to be handicapped within the meaning of the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*.

In 2004, Québec's National Assembly adopted Bill 56, which gave the Act the title it bears today. For municipalities such as Pointe-Claire, sections 61.1 and 61.3 of the Act are especially important, since the City continually strives to develop action plans to successfully implement these sections of the Act and to surpass our objectives.

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

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

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

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- ABOVAS: W. I. Volunteer Accompaniment Service, 514-694-3838, [www.abovas.com/en/](http://www.abovas.com/en/)
- Paratransit, 514-280-8211, [www.stm.info/en/para](http://www.stm.info/en/para)
- Aid for Seniors, 514-630-1248, [www.pointe-claire.ca](http://www.pointe-claire.ca)
- AlterGo, 514-933-2739, extension 243, [www.altergo.net](http://www.altergo.net)
- Association québécoise de voile adaptée, 514-694-8021, [www.aqvaqc.com/en](http://www.aqvaqc.com/en)
- Avatil, 514-634-8944, [www.avatil.org/](http://www.avatil.org/)
- Community Resource Centre, 514-694-6404, [crcinfo.ca/](http://crcinfo.ca/)
- Montreal West Island CIUSSS (Integrated University Health and Social Services Centre), 514-697-4110, [www.ciuss-ouestmtl.gouv.qc.ca/en](http://www.ciuss-ouestmtl.gouv.qc.ca/en)
- Friends for Mental Health, 514-636-6885, [www.asmfmh.org/fr/](http://www.asmfmh.org/fr/)
- Institut Nazareth et Louis Braille 450 463-1710 or 1 800 361-7063, [www.inlb.qc.ca/](http://www.inlb.qc.ca/)
- Light a Dream, 514-636-9966, [www.lightadream.com](http://www.lightadream.com)
- Lethbridge-Layton-Mackay Rehabilitation Centre – Services for adults and seniors with a visual impairment, CLSC Lac-Saint-Louis satellite office: 514-697-4110, [www.mabmackay.ca/](http://www.mabmackay.ca/)
- NOVA West Island, 514-695-8335, [www.novawi.org](http://www.novawi.org)
- Office des personnes handicapées du Québec, 1-800-567-1465, [www.ophq.gouv.qc.ca/](http://www.ophq.gouv.qc.ca/)
- STM (Société de transport de Montréal), Navette OR by Taxi, 514-280-9055
- Volunteer West Island, 514-457-5445, [www.volunteerwestisland.org/home.htm](http://www.volunteerwestisland.org/home.htm)
- West Island Citizen Advocacy, 514-694-5850, [volunteerwica.com/vw/](http://volunteerwica.com/vw/)
- West Montreal Readaptation Centre, 514-363-3025, [crom-wmrc.ca/en/who-we-are/territory-covered/](http://crom-wmrc.ca/en/who-we-are/territory-covered/)
- WIAIH, 514-694-7090, [wiaih.qc.ca](http://wiaih.qc.ca)
- Société Logique: design universel, 3210 Rue Rachel E, Montreal, QC [info@societelogique.org](mailto:info@societelogique.org), 514-522-8284
- Espace Muni, 6200 boulevard Taschereau, Suiute 401, Brossard, J4W 3J8 [info@espacemuni.org](mailto:info@espacemuni.org), 450-466-9777

## SECTION 5 – Emergency Measures and Safety Protocol

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### 5.1 Communication and Support

#### Objectives

- Be proactive, share information, strive to implement solutions or changes to ensure all City programs and facilities meet the needs of all individuals participating in community life and using our facilities.
- Seek out new platforms; participate in community awareness and support programs with local organizations, school boards and school service centres, and CIUSSS-based services.
- Collaborate with and support all programs, events, and related projects that are announced and supported by the City's Communications Department regarding future communications with Pointe-Claire residents and visitors who require improved access and support.
- Continue to work with the OPHQ to foster respect and raise awareness within the community.

### 5.2 Municipal Traffic Committee

#### Objectives

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

### 5.3 Transportation

#### Objectives

- Navette OR by Taxi is a service for seniors over the age of 65 who live in Pointe-Claire. This taxi service is offered by the STM in partnership with the City of Pointe-Claire's Aid for Seniors program (clients must first register with the municipality).

The Navette OR network is made up of 37 stops within Pointe-Claire. The service is offered from one taxi stop to the next, Monday to Friday, from 8:30 a.m. to 4:30 p.m. Clients must call at least 40 minutes ahead of time on the day of their trip. This service has helped increase the City's ability to meet the transportation needs of Pointe-Claire seniors.

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

Ongoing protocols consistently revised in order to successfully come to the aid of people with disabilities in the municipality of Pointe-Claire. A team of City employees and summer students take a training course on how to come to the aid of vulnerable people in the event of an emergency or a disaster. The training provides the team with the tools they need to support people with a physical and/or intellectual disability who may need help while living in temporary shelters opened by the City. Employees who take the training course are hired annually by the following departments: Inspection – Public security; Culture, Sports, Leisure and Community Development (Aid for Seniors and day camps); Aquatic Centre; Library and Sports; and the City's Manager's Office.

Community organizations such as WIAIH or AlterGo will be consulted or asked to lead the training for the Culture, Sports, Leisure and Community Development team.



## SECTION 6 - 2023 OBJECTIVES AND 2022 SUMMARY

### 2023 Objectives / Ongoing Projects

OBSTACLES	OBJECTIVES	ACTIONS	MEASURES	RESPONSIBLE	DEADLINE
<b>ACCESSIBILITY COMMITTEE</b>					
<b>NEW</b> Systematic accessibility training for all city employees.	Improve employees' understanding of our offer and the importance of social inclusion.	Municipal participation in community organizations, seminars, trainings (on a regular basis).	Plan for employees to attend conferences on all aspects of accessibility.	Human Resources CSLCD Public Works Public Security Engineering Communications	Summer 2023 and beyond
<b>NEW</b> Lack of citizen awareness of existing accessibility initiatives by the City.	Within all City programs, advertise municipal programs, events and activities that support social inclusion and diversity.	Create a tool that Communications can use to advertise programs on social media.	Determine the number of residents reached with the new communication tool.	City Administration Communications CSLCD	Ongoing - 2023
<b>NEW</b> Lack of visibility and awareness for accessibility initiatives within all City departments.	Share resources and information provided by the Office des personnes handicapées (OPHQ) to inform our teams of the best ways to access services in the community.	Ensure information obtained is circulated to Accessibility Committee members and taken back to all teams.	Accessibility Committee will discuss current best practices and conduct annual reviews to ensure compliance with current standards.	City Administration Communications CSLCD Public Works Public Security Engineering Urban Planning	Ongoing - 2023
<b>NEW</b> Training for City employees on emergency measures and accessibility.	Ensure relevant staff members are up to date on the most recent accessibility training offered by the City.	Participation in conferences/ workshops/	City to organize staff training, create a checklist for all procedures/ protocols for employees to follow.	City Administration Communication CSLCD Public Works Public Security Engineering Urban Planning	CSLCD committee working on schedules/ objectives to be identified in 2023.
<b>ONGOING</b> Advancement of accessibility measures in municipal projects.	Improve accessibility within the City.	Interdepartmental collaboration within the City.	Develop actions and strategies to support universal accessibility.	City Administration Accessibility Committee CSLCD	Ongoing - 2023 Accessibility Committee meetings scheduled on an annual basis. 3-year Ongoing teamwork/ communication

<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>ONGOING</b> Needs of all City departments in terms of programs and resources are unknown, preventing us from maximizing accessibility of our offers.	Establish a budget for the five-year Capital Investment Program (CIP) dedicated exclusively to accessibility projects.	Plan and prioritize the budget accordingly for all projects under the 2023-2027 CIP (adapted equipment to be purchased for programs/activities).	Create an annual priority list of accessible equipment purchases under City-approved CIP plan.	CSLCD Library Stewart Hall Day Camps Finance Engineering and Buildings Accessibility Committee	Ongoing - 2023 City purchases in 2022: Three accessible picnic tables, OUSC: 2 water fountains: side-by-side units, Arena: 2 changing tables: Aquatic Centre: 2 accessible shower chairs; 2 accessible shower wall seats.
<b>COMMUNICATIONS</b>					
<b>NEW</b> Absence of Braille signage at newly renovated City building.	Incorporate Braille into public signage to make information more universally accessible.	Braille signage to be added to new Baie-de-Valois Nautical Centre.	Provide additional communication tools for	Communications	Planned for 2023-2024
<b>NEW</b> Underutilization of existing resources for indicating accessible buildings and services on our website.	Improve effectiveness of the website in terms of indicating accessible buildings and services.	Utilization of pictograms to indicate accessible buildings/ programs/events (entrances, washrooms, etc.).	Quantify the number of actions/additions made to our website.	Communications CSLCD	Planned for 2023
<b>ONGOING</b> Difficulty extracting information about accessibility and inclusion from the current City website.	Evaluate the City website to improve ease of access to information on accessibility and inclusion.	Award contract to retain the services of a firm specializing in assessment and support.	Obtain a recommendation report with identified areas for improvement.	Communications External firms	Ongoing in 2023
<b>ONGOING</b> Difficulty for residents living with disabilities to navigate the City website for information.	Improved accessibility for all residents and visitors to the City's website.	Offer tools to make the website more accessible.	Ongoing evaluation of the website and content.	Communications	Ongoing in 2023
<b>ONGOING</b> Absence of online resources/ information about indicating accessible facilities and programs.	Provide online content on accessible City facilities and programs to external partners (Blu Creative).	Increase the City's visibility on various platforms.	Provide information on various social media platforms that support inclusion (government/ tourism/cultural platforms).	Communications	Ongoing in 2023
<b>CULTURE, SPORTS, LEISURE AND COMMUNITY DEVELOPMENT DEPARTMENT (CSLCD) OBJECTIVE: improve accessibility in all leisure services offered.</b>					
<b>ONGOING</b> Limited employee training opportunities on adapted fitness programs.	Identify need (fitness supervisor) to participate in training courses on fitness program.	Register staff for course: Fundamentals of training clients with physical disabilities (CanFitPro).	Register employees for training courses to support inclusive fitness programming for members.	Human Resources Aquatic Center CSLCD	Ongoing in 2023

<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>ONGOING</b> Limited resources in community programs and services for children with special needs.	Advertise adapted programs at the Aquatic Centre.	Employees attend 4-6 hours of training before working in the adapted programs.	Provide adapted programs for children with one-on-one instruction	Aquatic Center CSLCD	Ongoing in 2023
<b>ONGOING</b> Staff required for integration with day camp programs.	Maximize our ability to provide required resources.	Seek out and obtain all possible staffing grants. Seek out new programs or partnerships for this service offer.	Highlight grants received and number of weeks of integration we are able to provide.	Day camps CSLCD	Ongoing in 2023
<b>ONGOING</b> Inclusive programming options within City day camps.	Ensure programming is planned to maximize participation by all. Ensure that all participants are welcome.	Inclusion activities incorporated into our weekly programming.	Systematic evaluation/ review of our weekly programming by partners, e.g., West Island Association for the Intellectually Handicapped (WIAIH).	Day camps Accessibility Committee MAB-Mackay Lester B. Pearson School Board, Richmond Hill, BC, WIAIH	Ongoing-continual Summer 2023
<b>ONGOING</b> Frequency of training for staff members working toward integration with day camps.	Provide increased integration training for day camp companions.	Accessibility supervisor collaborates with neighbouring municipalities to coordinate and plan integration training.	Evaluate effectiveness and frequency of training sessions and discuss best practices with other municipal service providers.	Day camps City of Dorval WIAIH City of Kirkland	Summer 2023
<b>ONGOING</b> Promoting Aid for Seniors service offer to ensure all those who qualify can benefit.	Ensure visibility of our service offer within the community in order to keep seniors living at home.	Yard work and general cleaning services for low-income seniors in their homes (those who qualify). Social events and connections with our senior population.	Details on community outreach efforts to advertise all programs and activities for senior citizens. General cleaning/yard work.	Aid for Seniors CSLCD	Ongoing 2023
<b>ONGOING</b> Ensuring an inclusive environment for all senior citizens.	Support connections between seniors and our community.	Offer activities at the Senior Centre, as well as special events and telephone call service to all senior citizens in Pointe-Claire.	Offer activities at the Senior Center, as well as special events/telephone call service to all senior citizens in Pointe- Claire. In person/virtual.	CSLCD Communications CIUSS-referrals Community Resource Centre, Volunteer West Island, Citizen Advocacy	Ongoing 2023
<b>ONGOING</b> Ensuring mobility opportunities for residents who qualify for the service offer; referring residents to organizations for additional support.	Ensure all seniors are aware of all transportation and accessibility options available to them.	Continue STM bus, train and paratransit tickets for seniors who qualify (age and income criteria). Help the senior population to find resources in our community.	Yearly statistics on those who use the current services.	Communications CSLCD STM	Ongoing 2023

<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>ONGOING</b> Limited community support for residents/visitors in terms of inclusive and accessible events/ activities.	Research best practices so our teams can better support the needs of all residents/visitors attending events/ activities.	Research and create a universal checklist/guide for the teams.	Evaluate/assess various dimensions of municipal events. Revise checklist for special events.	CSLCD	Planned for 2023
<b>ONGOING</b> Maintain our knowledge for new trends and programs for improving accessibility.	Ensure we remain up to date on accessibility best practices.	Systematic market research and training by members of the accessibility team and various managers.	Compare with neighbouring communities that have similar realities to ensure our practices remain current.	CSLCD Library Stewart Hall	Project 2023
<b>ONGOING</b> Limited City programs due to limited adapted equipment.	Improve municipal programming options by creating a list of equipment needs (e.g., second adapted bicycle - day camps, equipment/accessories - Canoe Club).	Evaluate the number of requests for adapted equipment and make yearly recommendations on the purchasing plan. Purchase new equipment and replace existing stock.	Update equipment list.	CSLC Day camps Library Stewart Hall Aqatic Center Canoe Club Bob Birnie Arena	Ongoing and planned for 2023
<b>ONGOING</b> Limited training opportunities for student employees working with the public.	Find appropriate training through AlterGo or Kéroul to improve employees' skills and approaches at reception.	Schedule and host training by Kéroul on accessibility and inclusion. Invite more staff to future training sessions.	Create a list of training opportunities for the teams.	CSLCD Library Stewart Hall Human Resources Kéroul	2023
<b>ONGOING</b> Limited resources for live translated captions for Zoom/Teams/online workshops and other activities	Provide accessible services for Library members: closed captioning for workshops/lectures offered in both French and English.	City to research possible closed captioning for workshops /lectures at Central Library. (Research underway for French captions and translation.)	Provide closed captioning for all future workshops.	CSLCD Central Library	Continuing in 2023 Note: In 2021, English captioning of an English presentation was completed.
<b>ENGINEERING</b>					
<b>NEW</b> Lack of accessible washrooms in Pointe-Claire Village.	Install accessible washrooms in Pointe-Claire Village for residents and visitors.	Plan for completing the project.	Advertise to create public awareness for the new construction.	Engineering and Buildings	Project to be approved- Planned for 2023
<b>ONGOING</b> Engineering and Buildings: accessibility of City chalets	Evaluate/assess the buildings listed - for the future: -Install ramp at back entrance: Ovide -Modify building exterior – front staircase: Ovide -Modify outdoor staircase: Cedar Park	-Build accessible path to back of building -Modify staircase railings -Modify steps, build staircase landing, door sill.	City to evaluate all chalets/buildings for future universal accessibility projects/renovations. City to continue ongoing evaluations.	Engineering and Buildings	Ongoing 2023

<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>ONGOING</b> Engineering and Public Works: accessibility of Public Works building	Evaluate the project: -Project design -Future installation: elevator to second floor	-Ensure universal access for employees, citizens and visitors to the building.	City to continue ongoing evaluations	Engineering Public Works	Ongoing 2023
<b>ONGOING</b> Accessibility at the Olive Urquhart Sports Center.	Develop building design/interior, including all aspects/universal accessibility (e.g., Sports Centre).	Renovate building interior/development that supports accessible design. E.g., installation of accessible doors in the future.	City to support all renovations/universal accessibility measures.	Engineering and Buildings	Ongoing-2023 Research grants-City.
<b>ONGOING</b> Limited accessibility at Stewart Hall Cultural Centre.	Lower the sills of the French doors leading to the patio at Stewart Hall.	Study on the replacement of doors and windows at Stewart Hall.	City to replace all doors and windows in the entrance hall leading to the patio to ensure accessibility.	Engineering and Buildings CSLCD Stewart Hall	Ongoing / In continuation 2023
<b>ENGINEERING/ PARKS AND GREENSPACES</b>					
<b>NEW</b> Ability to develop greenspaces throughout Pointe-Claire that are accessible for all.	Ensure and focus on accessibility in all community initiatives: various greenspaces in the City.	Build a path going through the Park (Walton Park Development).	Walton park development in the City.	Engineering Parks and Green Spaces Public Works	Planned for 2023
<b>ONGOING</b> Installing accessible washrooms at Tony Proudfoot Park.	Project ongoing - first phase of the park project: supporting accessibility.	Continue with the project at Tony Proudfoot Park (first accessible park in the City).	Future installation of accessible washrooms at this location. Second phase.	Engineering Parks and Green Spaces CSLCD	Ongoing 2023 Planned for 2023-2024
<b>ONGOING</b> Limited access to Valois Bay waterfront.	Design the access path and walkway to floating docks to include modified slopes to allow for universal access.	Design the access path and walkway to floating docks to include modified slopes to allow for universal access.	Replace the docks in the Valois Bay area to improve accessibility.	Engineering Parks and Green Spaces CSLCD Nautical Activities	Plan for access paths 2023-2024. Constrction paths 2025 (Access to docks is still in planning)
<b>HUMAN RESOURCES</b>					
<b>ONGOING</b> Employee shortage and underrepresentation of certain target groups in our recruitment pools.	Reach a qualified workforce within the target groups.	Post positions on specialized sites to reach qualified candidates in various target groups. Use data from the Applicant Tracking System (ATS) from our online job application system to identify candidates in target groups.	Number of specialized agencies that have posted our job offers; number of candidates referred by these agencies and number of candidates hired; number of candidates from target groups who used our online job application system.	Human Resources	Ongoing 2023



<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>ONGOING</b> Absence of systematic process to inform managers or Human Resources of accommodation needs due to certain limitations.	Inform managers that it is possible to adapt the workstations of employees with recognized limitations; Modify working conditions to meet the needs of certain employees.	Analyze needs as they are identified; Consult with organizations that can provide advice on possible adaptations for different disabilities: Institut Nazareth et Louis-Braille; ergonomists (external firm) for workstation adaptations.	Number of accommodations implemented compared to number of requests received.	Human Resources Employee Managers	Ongoing 2023
<b>ONGOING</b> Limited work teams that can accommodate an intern or an employee with special needs.	Obtain or renew wage subsidies for employees with special needs; Provide jobs or internships for people with disabilities who participate in specialized Emploi-Québec (EQ) programs.	Application for 2022-2023 renewal of the EQ wage subsidy for a blue-collar employee; Present internship applications from people with special needs to various managers; Work with external partners: West Montreal Readaptation Centre (CROM).	Obtain the 2022-2023 wage subsidy for the blue-collar employee; Obtain wage subsidy for other employees with special needs; Provide an internship for a person with special needs	Human Resources Public works and Building	Ongoing 2023
<b>ONGOING</b> Identify training that meets the needs of City departments in terms of social inclusion and community awareness.	Research specialized training; Provide group training courses for managers and employees on accessibility and the needs of residents with disabilities.	Group training courses offered to various CSLCD employees.	Plan future training courses on inclusion for all City employees.	Human Resources CSLCD	Ongoing 2023
<b>ENGINEERING-PUBLIC WORKS</b>					
<b>ONGOING</b> Identify accessible locations within the City for planters, so all residents can enjoy them.	City to install accessible standing planters in various locations.	Determine location and budget.	Public Works to identify suitable locations and maintain the gardens.	Public Works Youth Advisory Council (to support the project in the community).	Ongoing 2023
<b>ONGOING</b> Ensure installation of accessible garden planters in Stewart Hall Park for summer programs.	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 the summer programs.	Create programs for day camps and to teach children about the environment.	Public Works Stewart Hall CSLCD	Ongoing project for summer camps 2023
<b>ONGOING</b> Need for accessible public paths in the City.	Plan for accessible paths / access points for residents and visitors.	Assess paths / access points in parks and public spaces to ensure they are universally accessible (lowered curb, modified slope).	Checklist of paths and those requiring modifications; inspections throughout the City.	Engineering - Public Works	Ongoing 2023 (Inventory)

<b>OBSTACLES</b>	<b>OBJECTIVES</b>	<b>ACTIONS</b>	<b>MEASURES</b>	<b>RESPONSIBLE</b>	<b>DEADLINE</b>
<b>URBAN PLANNING</b>					
<b>ONGOING</b> Limited by-laws on universal accessibility.	Continue to support all recommendations and by-laws on universal accessibility.	By-law PC-2786 will be updated to reflect the provisions of the new <i>Construction Code</i> .	Monitor the application of the by-law once it has been amended/updated.	Urban Planning	Ongoing 2023
<b>ONGOING</b> Difficulty ensuring compliance with recommendations and by-laws on universal accessibility of buildings.	Improve compliance with building standards governing accessibility.	Verify compliance with standards for each request received.	Compliance checklist.	Urban Planning	Ongoing 2023
<b>ONGOING</b> Lack of resources to increase and improve accessibility in Pointe-Claire and Valois villages.	Improve accessibility in these two villages for merchants and customers.	Interdepartmental meetings and consultations with merchants to establish ways to improve the accessibility of stores in both villages.	Develop plan with local merchants.	Urban Planning Engineering and Buildings Public Works Accessibility Committee	Ongoing 2023

## Summary/Achievements 2022

OBSTACLES	OBJECTIVES	ACTIONS	MEASURES	INDICATOR	SUMMARY
<b>Communications:</b> Ability to access and engage in City Council meetings for individuals with accessibility needs.	Improve citizen access and participation at public meetings.	Award contract to retain the services of a firm specializing in assessment/support. Continue adding tools to improve participation by people with different needs (e.g., closed captioning).	Provide additional communication tools to support accessibility.	Achieved 2022	Closed captioning introduced for City Council meetings. Ongoing service offering - City Council meetings, communication tools are available.
<b>IT Department (City Hall):</b> Install larger, accessible screen at the City Hall service counter.	Replace screen at front taxation counter. Install new accessible screen at service counter to accommodate all residents and visitors .	Install larger screen to accommodate all residents and visitors.	For all buildings/projects/renovations to support universal accessibility.	Achieved 2022	Large screen was installed by IT Department - Fall 2022
<b>Library:</b> Support residents living with memory loss.	Create a program to support Alzheimer's clients consisting of motor skills activities, puzzles, art and resources in the community.	Promote and distribute the kits for residents/Library members to borrow.	City to advertise the kits available for loan.	Achieved 2022	Presentation of the project to the CPI: <i>Congrès des professionnels de l'information</i> in 2022
<b>Stewart Hall:</b> Limited training for student employees working with the public.	Participation in the conference "Agir ensemble pour l'inclusion dans les services de garde".	Provide accessible training to employees.	Participate in annual free training on accessibility/inclusion for preschool employees.	Achieved 2022	Stewart Hall employees participated in the forum "Agir ensemble pour l'inclusion dans les services de garde."
<b>Stewart Hall:</b> Ensuring inclusive programming for children with special needs.	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 group story-time program before library opening hours.	City to promote inclusive friendship, programs story times and school visits.	Achieved 2022	332 accessible programs were created that are open to all children.
<b>Stewart Hall:</b> Limited accessible park space for concerts.	Select certain parks for accessibility/confirm stage location: accessibility of locations (Summer Rhythms Tour in the parks).	When required, keep the same park/site from one year to the next; ensure consistent accessibility.	Ensure accessibility in terms of choice of parks for summer concerts, e.g., Stewart Park, Valois Park, Bourgeau Park, Edgewater Park.	Achieved	Study has been carried out: Results will be shared with the Intersectorial committee to support the parks: future summer events.
<b>Library:</b> Affordability of late fees for Library members.	Support families. Promote accessibility for library users.	Elimination of late fees at the library.	Eliminate late fees for residents.	Achieved 2022	City Council adopted resolution proposal to eliminate late fees 2022.
<b>CSLCD</b> Limited financial resources to support community initiatives for families.	Support families that qualify financially for activities and programs in the community.	Support an inclusive community for children in Pointe-Claire; 0-18 years of age.	Advertise the program to support families; advertise on City website/newsletter.	Achieved 2022	Ongoing municipal program; support for families and children in the community.

<p><b>CSLCD:</b> Limited social support and outreach for seniors during the pandemic.</p>	<p>In the context of COVID-19, organize wellness checks / phone calls to seniors in Pointe-Claire.</p>	<p>As a community initiative, support seniors with phone calls and wellness checks.</p>	<p>Checklist/actions to ensure community outreach to seniors during the pandemic.</p>	<p>Achieved 2022</p>	<p>Visits: Partner Volunteer Rescue; phone calls to residents ongoing - CSLCD</p>
<p><b>Engineering: Parks and Greenspaces</b> To ensure adapted / accessible park equipment in various City parks.</p>	<p>Install accessible play structures and equipment in selected parks.</p>	<p>Consult teams on future locations and community needs for this type of equipment.</p>	<p>Create checklist of park equipment for yearly inventories.</p>	<p>Achieved 2022 Ongoing 2023</p>	<p>Ping-pong tables installed: Seignory and Northview Park. Additional tables planned in the future</p>
<p><b>Engineering: Parks and Greenspaces</b> Ensure accessible outdoor reading space for families.</p>	<p>Construction of an accessible outdoor area near the Central Library.</p>	<p>Installation of recreational equipment – special park near the Central Library.</p>	<p>Installation of a reading garden for children’s activities in the community.</p>	<p>Achieved 2022</p>	<p>Accomplished: Special park near Central Library, reading garden - 2022</p>
<p><b>Engineering: Parks and Greenspaces</b> Ensure the renovation of an accessible outdoor green space at Bayview Park.</p>	<p>Construction of shade structure at Bayview Park for all park visitors to enjoy.</p>	<p>City to provide a shade structure with accessible picnic tables close to Lakeshore Road.</p>	<p>Installation of recreational equipment at park close to CHSLD Bayview.</p>	<p>Achieved 2022</p>	<p>Accomplished: shade structure and three picnic tables, accessible park.</p>
<p><b>Engineering: Parks and Greenspaces</b> Ensure an accessible outdoor play area at Augusta Park.</p>	<p>Addition of a splash pad and perimeter fence, with path connecting to the park.</p>	<p>Installation of recreational equipment at park.</p>	<p>Installation of new accessible equipment at the park.</p>	<p>Achieved 2022</p>	<p>Accomplished: play zone; an accessible public washroom is being built on site.</p>
<p><b>Engineering: Parks and Greenspaces</b> Ensure an accessible outdoor play area at Valois Park.</p>	<p>Accessible park project for children and families to enjoy.</p>	<p>Accessible park project: swing set in the area for families/children 5-12 years.</p>	<p>Construction of play area, including installation of swing set with accessible swings.</p>	<p>Achieved 2022</p>	<p>Accomplished: play zone.</p>

## SECTION 7 – Conclusion

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

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

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

## SECTION 8 – Accessibility Committee

<b>COMMITTEE MEMBERS</b>	
City of Pointe-Claire	Tara Stainforth, City Councillor
Inspection – Public Security	Anne-Marie Laurin, Chief of Operations – Inspection - Public Security
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	Daniel Bertrand, Manager - Arena, Sports Facilities and Standards – Culture, Sports, Leisure and Community Development
CSLDC – Centre sportif Olive-Urquhart	Mark Israel, Manager - Sports, Leisures and Community – Culture, Sports, Leisure and Community Development
Engineering	Michael Antonecchia, Supervisor - Municipal Engineering, Projects – Engineering and Buildings
Human Resources	Jasmine Ugnat, Senior Advisor - Performance and Succession Management – Human Resources
Finance Departement	Mark Cavallo, Manager – Financial Services – Finance Department
Public Works and Buildings	Geneviève Rocheleau, Assistant Director – Public Works and Buildings Department
Public Works and Building	Giuseppe Ferrera, Senior Manager - Buildings Department – Public Works and Buildings Department
Planning	Stéphane Breault, Manager - Permits and Certificates – Planning Department
<b>COMMITTEE SUPPORT</b>	
Association de l'Ouest-de-l'Île pour la déficience intellectuelle / West Island Association for Intellectually Handicapped (WIAIH)	Tracy Wrench, Recreation Coordinator
Office des personnes handicapées du Québec (OPHQ)	Nancy Dagonaud, councilor – Office des personnes handicapées du Québec (OPHQ)
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



## 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	
Baie-de-Valois Nautical Centre	90 Du Bord-du-Lac – Lakeshore Road	NR	YES	YES	
Bob-Birnie Arena	58 Maywood Avenue	NO	NR	YES	The accessible washrooms are on the 1st floor (between the main entrance and the annex).
Canoe Club	75 Du Bord-du-Lac – Lakeshore Road	NR	YES	YES	
Canoe Club	73 Du Bord-du-Lac – Lakeshore Road	NR	NR	NR	Canoe storage.
Central Library	100 Douglas-Shand Avenue	NR	NR	YES	
Chalet – Arthur-E-Séguin Park	365 Saint-Louis Avenue	YES	NO	YES	
Chalet – Arthur-E-Séguin Park – Swimming Pool	367 Saint-Louis Avenue	NR	NR	NO	
Chalet – Alexandre-Bourgeau Park	5 Sainte-Anne Avenue	NR	YES	NO	
Chalet – Alexandre-Bourgeau Park – Swimming Pool	5A Sainte-Anne Avenue	NR	NR	YES	
Chalet – Bowling Green	17 De Lourdes Avenue	NR	YES	NO	
Chalet – Cedar Park Heights	20 Robinsdale Avenue	NO	NO	YES, 2	No elevator to reach the accessible washrooms on the 2nd floor.
Chalet – Cedar Park Heights – Swimming Pool	22 Robinsdale Avenue	NR	NR	NO	
Chalet – Clearpoint Park	40 Killarney Gardens Avenue	NR	NR	NO	
Chalet – Hermitage Park	400 Hermitage Avenue	NR	NR	YES, 2	
Chalet – Kinsmen Park	75 Drayton Avenue	NR	NR	YES	
Chalet – Kinsmen Park – Swimming Pool	75 Drayton Avenue	NR	NR	YES	Same building as for the park.
Chalet – Lakeside Park	102 Ovide Avenue	NR	NO	NO	
Chalet – Lakeside Park – Swimming Pool	102B Ovide Avenue	NR	NR	YES	
Chalet – Northview Park	111 Viking Avenue	NR	NR	NO	
Chalet – Northview Park – Swimming Pool	111 Viking Avenue	NR	NR	YES	
Chalet – Terra-Cotta Natural Park (Associations Office)	100 Terra-Cotta Avenue	NR	YES	YES	
Chalet – Valois Park	85 Belmont Avenue	NR	NR	NO	

NR: Not required

**CITY BUILDINGS**

<b>BUILDING</b>	<b>ADDRESS</b>	<b>ELEVATOR ACCESSIBLE FOR PERSONS WITH A DISABILITY</b>	<b>ACCESS RAMP FOR PERSONS WITH A DISABILITY</b>	<b>ACCESSIBLE WASHROOM FOR PERSONS WITH A DISABILITY</b>	<b>COMMENTS</b>
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	
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	
Olive-Urquhart Sports Centre	230 Brunswick Boulevard	YES	YES	YES	
Pointe-Claire Lawn Bowling	260 Lanthier Avenue	NR	NR	NR	
Pointe-Claire Volunteer Rescue Unit (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 – Alexandre-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**