



BEACONSFIELD

**UNIVERSAL ACCESSIBILITY**  
An Action Plan for Persons with Disabilities  
**2024**



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# Introduction and definitions

## Introduction

This action plan demonstrates the City of Beaconsfield's commitment to taking concrete measures to promote the inclusion, integration, and full participation of everyone on its territory. In this regard, the City has undertaken to carry out an ongoing analysis of current and potential obstacles to the integration of individuals with disabilities, regardless of gender, age, type of obstacle or functional limitation.

With a view to integrating universal accessibility using a multi-sectoral approach to the projects, facilities and services offered, this plan:

- Describes current barriers
- Lists recurring actions
- Presents achievements
- Identifies goals for the coming year

This revamped action plan is intended as a tool for municipal staff, with the aim of promoting a better understanding of the issues related to universal accessibility and the proactive implementation of a range of actions, ranging from the small gestures that make a difference in the daily lives of those who use our services to large-scale projects incorporating facilities that meet the needs of all our citizens, regardless of their abilities.

It also aims to make the population aware of all the actions, recurring or new, that are implemented by the City of Beaconsfield each year.

Enjoy your reading!

## A few definitions

### *Inclusion*

Broadly speaking, the inclusion of persons with disabilities refers to the promotion and participation of persons with disabilities in all aspects of society and to providing them with the necessary support and reasonable accommodations so that they can participate fully and enjoy a high quality of life. This commitment extends to residents, visitors and employees who have a disability, whether visible or not.

### *Universal accessibility*

Universal accessibility is defined as the character of a product, process, service, information or environment that, with the aim of equity and in an inclusive approach, allows any person to carry out activities independently and to obtain equivalent results<sup>1</sup>.

ALTERGO adds that "in practical terms, universal accessibility allows everyone, regardless of ability, to benefit from the same opportunities, and a quality experience, independently."<sup>2</sup>

<sup>1</sup> Definition developed in 2011 by: Groupe DÉFI Accessibilité (GDA) – Rapport de recherche pour les milieux associatifs de Montréal – Accessibilité universelle et designs contributifs (version 5.3), LANGEVIN, ROCQUE, CHALGHOUMI et GHORAYEB, Université de Montréal

<sup>2</sup> ALTERGO: <https://altergo.ca/fr/accessibilite-universelle/quest-ce-que-laccessibilite-universelle/>

### *Person with a disability*

A person with a disability has an impairment that results in a significant and persistent disability that substantially limits his or her ability to perform everyday activities<sup>3</sup>. A disability may be visual, auditory, motor, intellectual, behavioral, or cognitive<sup>4</sup>.

### *Barrier*

The term barrier is broadly defined as a factor in the social or physical environment that hinders the accomplishment of a life habit and results in a situation of disability. This concept goes beyond physical accessibility. While some barriers may be physical such as architectural, material, communication or technological, others may be social such as practices, behaviors, or attitudes.

## Goals of the Action Plan

### **Formal commitment**

Through the annual renewal of this action plan, the City of Beaconsfield is committed to :

- Creating a more inclusive community for people living with disabilities by reducing physical, social, communication and psychological barriers
- Recognizing the differences in physical ability, strengths and challenges that our citizens may face, in order to facilitate their full participation in community life and access to municipal services
- Providing the community with an environment that can accommodate as many individuals as possible, rather than opting for more expensive and specialized solutions for a smaller number of individuals
- Reducing the need and cost associated with providing disability-specific solutions by being proactive and developing a generalized approach to designing an environment that can accommodate a greater number of individuals
- Planning the design of new municipal buildings, environments, products, services and programs with universal accessibility principles in mind

### **Goals for the Action Plan**

- Identify barriers to the inclusion of persons with disabilities
- Identify accomplishments from the previous year
- Identify planned actions for the coming year
- Identify other relevant recommendations and details
- Disseminate the action plan annually

<sup>3</sup> Section E-20.1 - Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration 2004, c. 31, a. 1.

<sup>4</sup> Canadian Society for the International Classification of Impairments, Disabilities and Handicaps

# Legal framework

## Bill 56

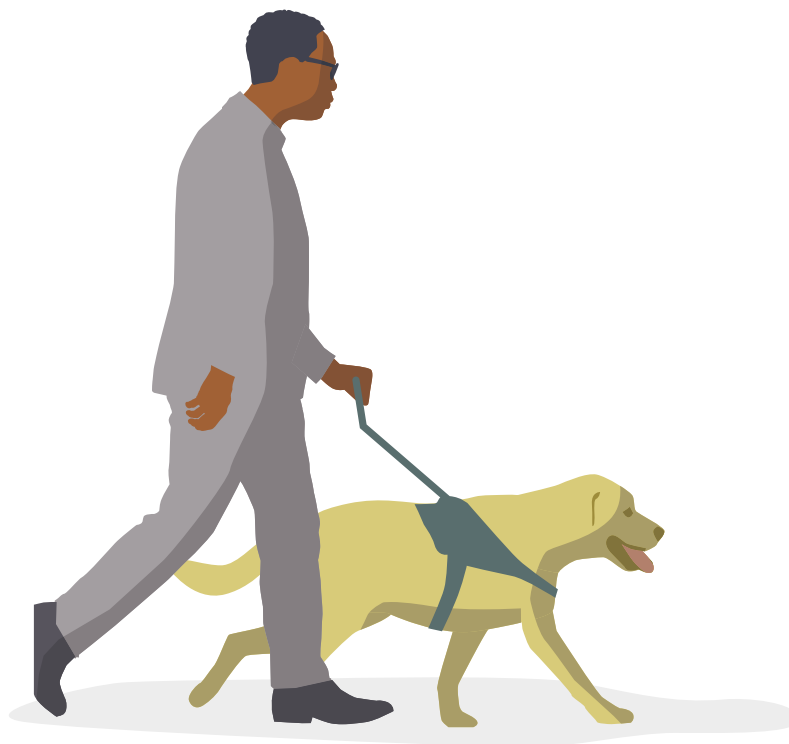
In 2004, Bill 56<sup>5</sup> was adopted. This Bill amended the Act to secure the handicapped in the exercise of their rights, amongst others, and replaced its title by the Act to secure the rights of handicapped persons with a view to achieving social, school and workplace integration into society, CQLR c E-20.1.

Section 61.1 of the law requires municipalities with populations of at least 15,000 inhabitants to produce, adopt and make public an annual action plan identifying the barriers to integration that persons with handicaps encounter. Furthermore, the municipality must promote the plan's implementation.

Section 61.3 stipulates that during the procurement of goods and services, municipalities shall consider accessibility issues for persons with disabilities.

Section 61.4 states that public institutions shall appoint a Coordinator of services for disabled persons and transmit this person's contact information the Office des personnes handicapées du Québec<sup>6</sup>. The Coordinator shall act as the primary liaison between the institution and the Office.

In conformity with the above-stated law, the City of Beaconsfield presents its Action Plan for persons with disabilities, identifying the barriers to integration encountered by handicapped persons in the City, and describing the measures taken over the past years and those to be taken in 2024 to reduce these barriers.



<sup>5</sup> An Act to amend the Act to secure the handicapped in the exercise of their rights and other legislative provisions

<sup>6</sup> Office des personnes handicapées du Québec: [ophq.gouv.qc.ca](http://ophq.gouv.qc.ca)

# A portrait of Beaconsfield

The following is an estimate of the number of Beaconsfield residents aged 15 and over with one or more disabilities.

Note that these numbers were extrapolated using data available from the 2017 Canadian Survey on Disability (CSD).

## Some quick facts:

- 2,726 citizens aged 15 and over with one or more disabilities, or nearly 17% of citizens in this age group
- Of these, nearly 58.7%, or 1,533 individuals, have a disability considered mild or moderate
- Disabilities caused by pain, flexibility or mobility problems as well as mental health problems are the most frequently observed

**Table 1. Disability rates of persons 15 years and older in Beaconsfield in 2021 by age**

AGE	TOTAL POPULATION OF BEACONSFIELD IN 2021	TAUX D'INCAPACITÉ	CITOYEN.NE.S ATTEINT.E.S D'UNE INCAPACITÉ (ESTIMÉ)
15 to 24	2695	10.00%	269
25 to 34	1190	10.50%	125
35 to 44	2290	13.30%	304
45 to 54	2935	15.60%	458
55 to 64	2925	19%	556
<b>Total 15 to 64</b>	<b>12,035</b>	<b>14%</b>	<b>1685</b>
65 to 74	2040	20.20%	412
75 years +	2175	32.80%	713
<b>Total 65 years +</b>	<b>4215</b>	<b>24.70%</b>	<b>1041</b>
<b>TOTAL 15 YEARS +</b>	<b>16,250</b>	<b>19.35%</b>	<b>2726</b>

## Most recent disability rate percentages for the province of Quebec taken here:

Office des personnes handicapées du Québec. 2022. (table). *Taux d'incapacité au Québec et dans les régions administratives*. Disability rate of persons aged 15 and over in Quebec in 2017 by age. Drummondville. Updated May 2022.

<https://www.ophq.gouv.qc.ca/publications/statistiques/personnes-handicapees-au-quebec-en-chiffres/taux-dincapacite-au-quebec-et-dans-les-regions-administratives.html>

## Total population of 2021 taken from here:

Statistics Canada. 2022. (table). Census Profile. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released November 30, 2022.

<https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E> (accessed November 30, 2022).

**Table 2. Severity of disability for persons with disabilities aged 15 years and older**

ESTIMATES		NUMBER OF PERSONS	PERCENTAGE
	<b>Persons with disabilities, all levels of severity</b>	<b>2726</b>	<b>100%</b>
15 years +	<b>Severity of the disability</b>		
	<b>TOTAL</b>	<b>2726</b>	<b>100%</b>
	Light	1051	38.55%
	Moderate	549	20.14%
	Severe	529	19.41%
	Very severe	597	21.90%

**Most recent disability rate percentages for the province of Quebec taken here:**

Statistics Canada. Table 13-10-0375-01 Severity of disability for persons with disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories

DOI : <https://doi.org/10.25318/1310037501-fra>

**Table 3. Type of disability for persons with disabilities aged 15 years and over, by age group**

ESTIMATES		NUMBER OR PERSONS	PERCENTAGE
	<b>Total population with a disability</b>	<b>2726</b>	<b>100%</b>
15 ans et +	<b>Type of disability</b>		
	Pain	1655	60.70%
	Flexibility	1112	40.80%
	Mobility	1082	39.70%
	Mental health	774	28.40%
	Vision	532	19.50%
	Hearing	474	17.40%
	Dexterity	417	15.30%
	Learning	592	21.70%
	Memory	360	13.20%
	Development	142	5.20%
	Type of disability unknown*	65	2.40%

\* use with caution. N.B. A person may have more than one disability.

**Most recent percentages of disability types for the province of Quebec taken here:**

Statistics Canada. Table 13-10-0376-01 Disability type for persons with disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories

DOI : <https://doi.org/10.25318/1310037601-fra>

# Working group

## Coordinator

The development, implementation and follow-up of the Action Plan is the responsibility of the Culture and Recreation Department, under the direction of Mélanie Côté. Élisabeth Lemyre, Division Manager - Culture and Library, is the coordinator of this action plan. The plan is developed in collaboration with all City departments.






Focus groups with residents who have a disability took place in October 2024 and a survey on universal accessibility was also shared.

SERVICE	DIRECTOR	FIELDS OF ACTIVITY RELATED TO THE ACTION PLAN
Administration and Council	Patrice Boileau, DG	Budget, emergency measures
Urban Planning and Municipal Patrol	Denis Chabot	Urban planning, municipal patrol
Culture and Leisure	Mélanie Côté	Culture and leisure, events, community services
Finances and Treasury	Robert Lacroix	Purchasing, taxation, information technologies, telephony
Registry and Communications	Nathalie Libersan-Laniel	By-laws, resolutions, policies, communications, access to information
Human Ressources	Myriam Ritory	Employment equity, employee training
Public Works	Dany Iannantuoni	Infrastructures, buildings, parks
Sustainable Development	Andrew Duffield	Special projects





# Accessibility of Municipal Buildings

			ACCESS TO BUILDINGS		WASHROOMS		
							
City Hall	1968	303 Beaconsfield Blvd.	✓	✓	✓		✓
Herb Linder Annex	1980	303 Beaconsfield Blvd.	✓	✓	✓		✓
Library	1968	303 Beaconsfield Blvd.	✓	✓			
Centennial Hall	1941	288 Beaconsfield Blvd.	✓				
Public Works	1967	300 Beaufort	✓	✓	✓		✓
Recreation Centre	1974	1974 City Lane	✓	✓	✓		✓
Indoor pool	1974	1974 City Lane	✓		✓		✓
Arena	1974	1974 City Lane					✓
Gymnasium	1974	1974 City Lane	✓		✓		✓
Multipurpose rooms	1995	1974 City Lane	✓		✓		✓
Beacon Hill Chalet	1965	100 Harwood	✓	✓	✓	✓	✓
Briarwood Chalet	1982	50 Willowbrook	✓		✓		
Christmas Chalet	1982	424 Beaconsfield Blvd.	✓		✓		
Drummond Chalet	1965	200 Fieldsend	✓				
Heights Chalet	1965	225 Evergreen					✓
Rockhill Chalet	1969	540 Beaufort					✓
Shannon Chalet	2017	340 Preston	✓		✓		✓
Windermere Chalet	1970	303 Sherbrooke					✓
Beaufort Pool	1963	545 Beaufort	✓				
Heights Pool	1963	275 Allcroft	✓		✓		✓
Windermere Pool	1962	323 Windermere	✓				✓
Beaconsfield Yacht Club	1810	26 Lakeshore Road					
Beaconsfield Centennial Marina (Lord Reading Yacht Club)	1949	260 Beaconsfield Blvd.					

  
ACCESSIBLE BUILDING

  
ACCESSIBLE WASHROOMS

  
AUTOMATIC DOOR

  
ACCESSIBLE SINK AND MIRROR

✓  
COMPLETE

✓  
PARTIAL

# Barriers

## Accessibility of public spaces

Since 2010, the City has actively worked at retrofitting City facilities to improve accessibility; however, some barriers remain :

### Beaconsfield Recreation Centre

The Recreation Centre is accessible; however, the layout makes it difficult for persons with physical disabilities to access the different facilities.

- The lower level entry is equipped with a ramp and an automatic door but the dimensions of the lower tier are insufficient
- While entry allows access to the lower level and the pool, individuals must go outside and re-enter via the main level to access the other facilities located on the first and second floors
- The pool changing rooms are accessible with help, but the washrooms do not accommodate wheelchairs
- The Centre's reception counter is too high
- The only accessible washrooms are located on the upper floor
- The arena spectator stands are not wheelchair accessible

### Parking lots and accessibility

- There is no paved direct access from the designated parking at the Recreation Centre to the access ramp

### Beaconsfield Library and Centennial Hall

- Aisles in the Library are too narrow for wheelchairs
- Washrooms are not accessible
- Through an assessment done by K eroul, experts in universal accessibility, the two buildings are now officially considered as not accessible

### Parks, play areas and recreational equipment

The majority of Beaconsfield's parks were built between 1960 and 1990. Some parks were renovated recently, park equipment has been replaced over the years and handicap swings were installed, but several Beaconsfield parks still require a facelift to adapt to modern day realities and to serve a broader range of users.

- A lot of play areas remain inaccessible to persons with limited mobility
- There is a lack of equipment for special populations including seniors
- Many parks lack paved paths to travel from the parking lot to the facilities

### Park Chalets

The City owns seven park chalets, built between 1965 and 1984, equipped with basic benches and washrooms. An eighth chalet, located at Shannon Park, was built recently, in 2019.

- Most do not have adapted washroom facilities
- Some access ramps need to be updated to be up to code

## Herb Linder Annexe

- Outside patio is uneven and inaccessible by wheelchair

## Outdoor pools

In 2015, the City invested in the construction of access ramps and parking spaces at all three municipal pools. Remaining barriers include :

- Inaccessible washrooms
- No autonomous access to pool for persons with disabilities

## Communications and public awareness

- The web page contains minimal content on accessible services and programs available in the City
- The public lacks a general understanding of the needs or achievements of persons with disabilities

## Customer service and employee awareness

- Most staff received basic training on providing services to customers with special needs, but additional training is required
- Employees have received minimal training in how to efficiently accompany persons with disabilities or respond to their needs during emergency situations
- A lot of promotion was done since the beginning of the pandemic for the Vulnerable Person Registry. The number of residents registered has doubled since 2019. Promotion still has to be done as there are still some residents who are not aware of the Registry and how it can provide assistance to them in case of an emergency

## Transportation

With an aging population and the loss of autonomy comes an increasing need for adapted transport. Having the freedom to move around and take part in the community is a fundamental right.

## Contract management policy

The City's purchasing policy does not make mention of accessible purchasing by virtue of article 61.3 of the law.

The actions identified for the year 2024 have been paired with a barrier from this list to facilitate tracking of actions



# Achievements

Spotlight on some of 2023 and 2024's accomplishments

## Accessible area – Concert of the Montreal Symphony Orchestra

On July 27, 2024, the Montreal Symphony Orchestra came to Centennial Park in Beaconsfield for a free concert as part of the OSM in the parks tour! A zone was reserved close to the stage for persons with reduced mobility. As vehicles were not allowed in the park, a golf cart shuttle service was also offered to enable participants with reduced mobility to access the accessible area without having to make the long walk on the trail, and to enable them to return to their mode of transport at the end of the show. This zone was very much appreciated!



## Redevelopment of James Armstrong Park

The work in the park, which was completed in the Spring of 2024, includes: the creation of a shaded rest area with a gazebo and tables; improving accessibility to the park; addition of illuminated bollards near the main path; addition of street furniture with view of the lake; addition of a drinking fountain. This park renovation project was made possible through a \$100,000 grant provided by the Ministère des Affaires municipales et de l'Habitation.





## Reconstruction of the Beacon Hill Chalet

The reconstruction of the chalet provides enhanced services that add value to the recreation and leisure offerings at Beacon Hill Park from a sustainable development perspective. Here are a few noteworthy improvements: universal accessibility, varied use of the main room, space available for distinct groups at the same time, and accessibility to outside bathrooms during operating hours.



## Connecting Beaconsfield Project

The Connecting Beaconsfield project aims to build climate resilience through social connection, particularly among vulnerable people. One of the goals is to pilot and implement actions that aim to improve social connection in the community. The summer of 2024 has been rich in developments for this project.

- Development and distribution of a brochure featuring community resources for people living in isolation and/or vulnerable situations.
- Organization of events throughout the territory to reach citizens unable to travel to the municipal hub
- Implementation of the Neighbors Connectors program, mobilizing citizens in all six districts to help break isolation and support citizens in vulnerable situations.



# Installation of the first accessible crosswalk, with audible signal, at the intersection of boulevard Beaconsfield and boulevard St-Charles

This is a significant improvement for the safety of visually impaired people wishing to cross at this busy intersection.



# Achievements

## 2023 Assessment

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities	As part of the Semaine québécoise des personnes handicapées (June) or the International Day of Persons with Disabilities (December 3), involve Council members in promoting the Action Plan to the public, who will relay the information via their social media accounts <b>Council and Administration</b>	Number of posts on social media (minimum 1)	2023	100% completed
<b>Communications:</b> facilitate remote access for those who have difficulty getting around	Through the bciti platform: implement an electronic citizen card to allow citizens to register remotely (library for pilot phase) <b>Registry and Public Affairs</b>	Production of various deliverables (card available in the platform)	2023	100% completed
<b>Communications:</b> the webpage contains little information about accessible services and programs available in the City	Re-evaluate the website's tree structure, particularly with regard to the location of information related to the Universal Accessibility Action Plan <b>Registry and Public Affairs</b>	Production of a plan for a new tree structure	2023	100% completed
<b>Customer service:</b> the availability of inclusive programs and services for individuals with disabilities, including hearing disabilities, is very limited	Closed captioning of Council meetings, in English and French, for live and recorded listening Council and Administration <b>Registry and Public Affairs</b>	Implementation of the service  Promotion of the service through various channels (newsletter, social media, Contact, etc.)"	2023	100% completed
<b>Park chalets:</b> most chalets do not have adapted bathrooms and some ramps need to be brought up to code	Improve universal accessibility through the following projects: <ul style="list-style-type: none"> <li>Construction of a brand new, fully accessible chalet at Beacon Hill Park</li> </ul> <b>Public Works Culture and Leisure</b>	Production of plans, renovation and upgrading of the space	2023	Work has begun - inauguration scheduled for summer 2024

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<p><b>Accessibility of public buildings:</b> the recreation centre presents major obstacles to access to the building and the various facilities (swimming pool, locker rooms, bathrooms, basement, etc.), particularly for individuals who use wheelchairs</p>	<p>Recreation Centre Renovation Project: Begin planning for the renovation of the reception desk and public areas at the recreation centre with a focus on universal accessibility (lockers, washrooms, etc.) <b>Culture and Leisure</b></p>	<p>Hiring an external consultant to help define needs  Development of plans and lists of needs (functional and technical program, blockages, etc.)</p>	<p>2023</p>	<p>100% completed Hired external consultant Development of a functional and technical program</p>
<p><b>Customer service:</b> provide inclusive programs that have a positive impact on the mental health of the population, including targeting populations that are more at risk and/or marginalized</p>	<p>Write a grant application for the Ministry of Culture and Communications' Call for Projects in Culture for the Mental Health of Youth Aged 12 to 18 <b>Culture and Leisure</b></p>	<p>Production of various deliverables (grant proposal, project brief, etc.)</p>	<p>2023</p>	<p>100% completed Project refused</p>
<p><b>Access to employment:</b> individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience</p>	<p>Host two one-day interns, with a functional limitation, as part of the DuoEmploi program <b>Human resources Culture and Leisure</b></p>	<p>Publication of internship offer  Internship reports  Promotion on the LinkedIn platform</p>	<p>2023</p>	<p>100% completed 2 interns welcomed at the library, at the circulation desk</p>
<p><b>Staff awareness:</b> lack of awareness by staff of the specific needs of individuals with disabilities, the reality and challenges that people with invisible disabilities may face, and methods and approaches to better support them</p>	<p>Offer EDI (Equity, Diversity and Inclusion) awareness workshops as well as microaggressions workshops, including issues related to visible and invisible disabilities with white-collar managers and employees <b>Human resources</b></p>	<p>Training  Notes</p>	<p>2023</p>	<p>100% completed Workshop in autumn 2023</p>



TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<p><b>Access to employment:</b> individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience</p>	<p>Add job postings on numerous recruitment sites to maximize views by as many people as possible, as well as on various social media platforms <b>Human resources</b></p>	<p>Posting on websites and social media</p>	<p>2023</p>	<p>100% complete Ongoing</p>
<p><b>Access to employment:</b> individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience. It can also be difficult to get the required help and tools</p>	<p>Inclusion of an equal access form in all job postings. Verification of the need for accommodation in all recruitment processes <b>Human resources</b></p>	<p>Adding the form to the recruitment platform</p>	<p>2023</p>	<p>100% completed Added with each display</p>
<p><b>Inclusion:</b> fostering inclusion in the workplace by welcoming, accepting and celebrating difference</p>	<p>Obtained the Concilivi seal, to promote a balance between the personal and professional lives of the City's employees <b>Human resources</b></p>	<p>Obtaining the Seal Development of a Charter</p>	<p>2023</p>	<p>100% completed Seal obtained in 2023 Charter published</p>
<p><b>Inclusion:</b> fostering inclusion in the workplace by welcoming, accepting and celebrating difference</p>	<p>Using Officevibe: bi-weekly surveys to measure engagement, including monthly diversity and inclusion survey. The use of this survey allows for continuous evaluation, to check that people feel included and respected, and allows employees to leave comments if they feel the need (anonymous) <b>Human resources</b></p>	<p>Implementation of the system Employee training Promotion to increase use</p>	<p>2023</p>	<p>100% complete Ongoing</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<b>Staff awareness:</b> lack of knowledge by staff of the specific needs of individuals with disabilities and the methods and approaches to better support them	Offering Universal Accessibility of Events training, by Altergo and Keroul, to managers and front-line employees from various departments <b>Human resources</b> <b>Culture and Leisure</b>	Training Notes	2023	100% completed Workshop in December 2023
<b>Access to employment:</b> individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience	Renewal of the cleaning of municipal buildings contract with the NPO Placement Potentiel, employing individuals with functional limitations <b>Human resources</b> <b>Culture and Leisure</b>	Contract for 2023	2023	100% completed
<b>Public awareness:</b> in general, the public is unaware of the needs and contributions from persons with disabilities	Promote the Accessible Trick-or-treating campaign, in municipal buildings and promotional channels <b>Culture and Leisure</b> <b>Registry and Public Affairs</b>	Production of a poster  Promotion in various channels (newsletters, networks, etc.)	2023	100% completed
<b>Public awareness:</b> in general, the public is unaware of the needs of persons with disabilities and individuals in vulnerable situations, and there is a lack of awareness of the services available	Revision of the promotional strategy of the Vulnerable Persons Registry and addition of new criteria, to address a greater number of functional limitations <b>Culture and Leisure</b> <b>Registry and Public Affairs</b>	Revision of promotional material  Dissemination of the new campaign on the platforms	2023	100% completed Broadcast as of summer 2023
<b>Customer service:</b> the current availability of programs and services for individuals with disabilities and vulnerable persons is very limited and not well known in the community	Participation of municipal employees in a door-to-door tour of the SPVM to promote and register citizens on the Vulnerable Persons Registry <b>Culture and Leisure</b>	New names added to the registry	2023	100% completed Activity organized in May 2023

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Validation of the action plan for persons with disabilities with organizations working with individuals with disabilities as well as citizens and parents of children with functional limitations <b>Culture and Leisure</b></p>	<p>Meeting notes Improvements made to the plan</p>	2023	100% completed Meetings organized in November 2023
<p><b>Staff awareness:</b> lack of awareness by staff of the action plan and measures in place as well as the specific needs of individuals with functional limitations as well as the methods and approaches to better support them</p>	<p>Addition of a section dedicated to sharing best practices related to universal accessibility on the intranet for municipal employees <b>Culture and Leisure IT</b></p>	<p>Creation of the tool Promotion among the municipal team</p>	2023	Postponed to 2024
<p><b>Public awareness:</b> in general, the public is unaware of the needs and contributions from persons with disabilities</p>	<p>Hosting an exhibition of works created as part of the Rendez-vous Arts program (West Island Civic Advocacy organization), by individuals with disabilities <b>Culture and Leisure</b></p>	<p>In-person event Advertising to promote the event</p>	2023	100% completed Exhibition on our premises in November 2023
<p><b>Public awareness:</b> in general, the public is unaware of the needs of persons with disabilities and individuals in vulnerable situations</p> <p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Connecting Beaconsfield project:</p> <ul style="list-style-type: none"> <li>Working group meetings to define what vulnerability represents in Beaconsfield</li> <li>Launch of a web page</li> <li>Dissemination of a survey to evaluate social cohesion and the level of mutual aid in the territory</li> <li>Development of tools (e.g. map identifying areas with a high concentration of vulnerable individuals) to guide the actions of the pilot project</li> </ul> <p><b>Sustainable development Culture and Leisure</b></p>	<p>Meeting notes Survey Tools</p>	2023	100% completed

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Involve citizens with disabilities in discussion groups and committees related to municipal projects (e.g., cultural and leisure needs study) <b>Sustainable development</b></p>	<p>Meeting notes and reports</p>	<p>2023</p>	<p>100% completed</p>
<p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Review of the client approach, including on-site and remote services, in order to welcome citizens according to an inclusive and accessible approach at the urban planning counter, with the help of an external firm adopting a design thinking approach <b>Urban Planning and Municipal Patrol</b></p>	<p>Plans Procedures</p>	<p>2023</p>	<p>100% completed</p>
<p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Support for citizens in vulnerable situations during the extended outage of April 2023 (regular calls, in-person visits, opening of an emergency shelter at the recreation centre, etc.) <b>Culture and Leisure Urban Planning and Municipal Patrol</b></p>	<p>Reports Interventions</p>	<p>2023</p>	<p>100% complete</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2023)
<b>Public awareness:</b> in general, the public is unaware of the needs and contributions of persons with disabilities	Organize a conference at the library presenting an individual with a disability (autism) <b>Culture and Leisure</b>	In-person event Advertising to promote the event	2023	100% completed
<b>Public awareness:</b> in general, the public is unaware of the needs and contributions from persons with disabilities	Organize a conference at the library featuring an individual with a disability (autism) <b>Culture and Leisure</b>	In-person event Advertising to promote the event	2023	100% completed
<b>Staff awareness:</b> lack of awareness by staff of the specific needs of individuals with functional limitations	Training offered to front-line employees and managers of the culture and recreation department to accompany young people with functional limitations in their leisure activities <b>Culture and Leisure</b> <b>Human Resources</b>	Training Lecture notes	2023	Cancelled (replaced by training on accessible events)



# 2024 Action plan

## Permanent measures

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>BY-LAWS, RESOLUTIONS AND POLICIES</b>			
<p><b>Communications:</b> Access to services for individuals with disabilities, particularly in terms of hearing, can sometimes be difficult</p>	<p>Organizing public consultations on bciti Communications <b>Council and Administration</b></p>	<p>Report on the consultations Call to all on various media channels</p> <p>Promotion to organizations working with people with disabilities</p>	Ongoing
<p><b>Customer service and staff awareness:</b> to date, the needs of vulnerable people have not been exhaustively analyzed on the territory, which means that the current offer does not optimally meet these needs.</p>	<p>Appointment of a member for the Culture and Recreation Committee with personal or professional experience in universal accessibility <b>Communications Council and Administration</b></p>	<p>Appointment of a member</p> <p>Accessibility plan enhancements</p>	Ongoing
<p><b>Customer service:</b> Most staff received basic training on providing services to customers with special needs, but additional training is required</p>	<p>Renewal and implementation of the actions of the Age-Friendly Municipality (AFM) Action Plan, every 4 years <b>Culture and Leisure</b></p>	<p>Production and dissemination of the action plan</p> <p>Implementation and monitoring of actions</p>	Ongoing
<p><b>Client service:</b> The current availability of inclusive programs and services is very limited and is not well known in the community</p>	<p>Action plans: integrate and implement actions that promote universal accessibility and the inclusion of all citizens <b>Culture and Leisure Sustainable Development Registry and Public Affairs</b></p>	<p>Addition of accessibility measures to action plans</p>	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>FISCAL RESPONSIBILITY</b>			
<p><b>Staff awareness:</b> Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them</p>	<p>Allocation of a subsidy, according to the budget and available resources, to local organizations serving people with disabilities and vulnerable clientele  <b>Council and Administration</b>  <b>Finance</b></p>	<p>Resolution adopted by the Council   Amount paid to the selected organizations</p>	<p>Ongoing</p>
<p><b>Accessibility of buildings and public spaces:</b> municipal infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Adoption of the capital program for projects that improve infrastructure accessibility (every 3 years)  <b>Council and Administration</b>  <b>Finance</b></p>	<p>Resolution adopted by the Council   Amount paid to the selected organizations</p>	<p>Ongoing</p>
<b>ACCESSIBLE PROCUREMENT (GOODS AND SERVICES)</b>			
<p><b>Staff awareness:</b> Lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them</p>	<p>Integration, to the extent possible, of accessibility criteria and options when acquiring or leasing goods, services or new facilities (e.g., accessible park furniture)  <b>Finance</b></p>	<p>Training of staff involved   Development and dissemination of a procedure</p>	<p>Ongoing</p>
<p><b>Staff awareness:</b> Lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them</p>	<p>Raise awareness among managers and employees of compliance with the laws and rules of practice for the procurement of goods and services accessible to persons with disabilities.  <b>Finance</b></p>	<p>Training of staff involved   Development and dissemination of a procedure</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>URBAN PLANNING AND ACCESSIBILITY</b>			
<b>Accessibility of buildings and public spaces:</b> it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Update of the urban plan and zoning by-law taking into account the specific needs of people with disabilities <b>Urban Planning and Municipal Patrol</b>	Addition of accessibility measures	Ongoing
<b>Accessibility of buildings and public spaces:</b> it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Promote an approach to the design, renovation and construction of multi-family housing among builders and contractors that promotes adaptability to changing lifestyles and the needs of an aging population <b>Urban Planning and Municipal Patrol</b>	Drafting of accessible construction or redevelopment project plans	Ongoing
<b>Accessibility of buildings and public spaces:</b> it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Support for the Société d'habitation du Québec's Home Adaptation Program by providing a portion of the financial contribution for the management of the programs by the City <b>Urban Planning and Municipal Patrol</b>	Allocation of an amount and payment of the amount	Ongoing
<b>Accessibility of buildings and public spaces:</b> it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Development and implementation of the Site Planning and Architectural Integration By-law by ensuring that barrier-free elements are included in the design and planning of new construction and redevelopment projects <b>Urban Planning and Municipal Patrol</b>	Development of the Regulations  Production of plans in accordance with the Regulations	Ongoing
<b>Accessibility of buildings and public spaces:</b> cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	Develop a plan for a neighbourhood park following an inclusive and universally accessible approach. Ensure that a proportion of play modules are adapted to various types of disabilities <b>Culture and Leisure</b>	Production of plans, renovation and upgrade of the space	Ongoing



TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>URBAN PLANNING AND ACCESSIBILITY</b>			
<b>Transport and mobility:</b> having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Prioritization of snow removal at intersections, bus stops and reserved parking spaces in public facilities <b>Public works</b>	Addition to priority tasks	Ongoing
<b>Accessibility of buildings and public spaces:</b> municipal infrastructures are not accessible to many users, especially those with mobility-related issues	Ongoing improvement of the level of accessibility of public buildings with utilitarian equipment and signage <b>Public Works</b> <b>Registry and Public Affairs</b>	Accessibility assessment  Production of various deliverables  Creation of a plan that complies with accessibility recommendations	Ongoing
<b>Transport and mobility:</b> having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Annual refresh of municipal parking lot markings (every 2 years) <b>Public works</b>	Addition of an annual measure	Ongoing
<b>Transport and mobility:</b> having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Snow removal of bike paths in winter (between January 1 and March 1) <b>Public works</b>	Addition to seasonal tasks	Ongoing
<b>RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS</b>			
<b>Accessibility of buildings and public spaces:</b> cultural infrastructures are not accessible to many users, especially those with mobility-related issues	Promote optimal accessibility to events by integrating the following measures: <ul style="list-style-type: none"> <li>• Installation of adapted toilets</li> <li>• Increase in the number of reserved parking spaces (persons with disabilities and people with reduced mobility)</li> <li>• Offer of a shuttle service</li> </ul> <b>Culture and leisure</b> <b>Public works</b>	Addition of accessibility measures	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS</b>			
<b>Client service:</b> Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Offer hybrid programming that promotes a participation method adapted to the abilities of each individual (on-site, remote (direct/deferred), take-home kit, etc.) <b>Culture and leisure</b>	Diversification of cultural programming	Ongoing
<b>Client service:</b> Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Acquisition of library materials in a variety of accessible formats, including large print, physical and digital audiobooks <b>Culture and leisure</b>	Development of an accessible collection	Ongoing
<b>Client service:</b> Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Continuation of the integration service for day camp activities for children with disabilities. Application for an annual subsidy via the Programme d'accompagnement en loisir de l'Île de Montréal <b>Culture and leisure</b>	Production of various deliverables (grant application, project sheet, etc.)  Promotion and offer of service	Ongoing
<b>Accessibility of buildings and public spaces:</b> cultural infrastructures are not accessible to many users, especially those with mobility-related issues	Home delivery of documents to the most vulnerable citizens <b>Culture and leisure</b>	Implementation of a home delivery service	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS</b>			
<p><b>Accessibility of buildings and public spaces:</b> cultural infrastructure is not accessible to many users, especially those with mobility-related issues</p> <p><b>Customer service:</b> the offer of inclusive programs, particularly by targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Offer a variety of ways to register for programs and activities (online, by phone, on-site)</p> <p><b>Culture and Leisure</b></p>	<p>Diversification of registration options</p>	<p>Ongoing</p>
<p><b>Accessibility of buildings and public spaces:</b> cultural infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Membership in the TLCS (Tourism and Leisure Companion Sticker) Program</p> <p><b>Culture and Leisure</b></p>	<p>Membership and promotion of the program</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> In general, the public is unaware of the needs and contributions of people with disabilities</p>	<p>Organization of public awareness-raising activities as part of Quebec Week of Persons with Disabilities (June) and International Day of Persons with Disabilities (December)</p> <p><b>Culture and Leisure</b></p>	<p>Organization and promotion of awareness-raising activities</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS</b>			
<p><b>Public awareness:</b> The public is generally unaware of the needs and contributions of people with disabilities</p> <p><b>Customer service:</b> Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Reception of the Special Olympics of Quebec, Vaudreuil-Soulanges section, for aquatic training, on a weekly basis <b>Culture and Leisure</b></p>	<p>Courses for people with disabilities</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> The public is generally unaware of the needs and contributions of people with disabilities</p> <p><b>Customer service:</b> Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Collaboration with external partners to enable the provision of recreational classes for people with disabilities (e.g. Bluefins and Lakeshore soccer) <b>Culture and Leisure</b></p>	<p>Courses for people with disabilities</p>	<p>Ongoing</p>
<b>TRAINING AND AWARENESS</b>			
<p><b>Staff awareness:</b> Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them</p>	<p>Specialized Training for Day Camp Counsellors <b>Culture and Leisure</b></p>	<p>Training of relevant employees  Development and dissemination of a procedure</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>TRAINING AND AWARENESS</b>			
<b>Staff awareness:</b> Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them	Altergo grant for the hiring of an accompanying person for a child with a disability for day camps <b>Culture and Leisure</b>	Hiring of an accompanying person	Ongoing
<b>COMMUNICATIONS</b>			
<b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Webcast of Council meetings <b>Registry and Public Affairs</b>	Broadcasting of the sessions	Ongoing
<b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Allow questions to be taken by email prior to Council meetings <b>Registry and Public Affairs</b>	Compilation of questions	Ongoing
<b>Public awareness:</b> In general, the services offered to vulnerable people and people with disabilities are not well known	Publication, dissemination and promotion of action plans identifying measures targeting seniors, persons with disabilities and vulnerable populations <b>Communications</b>	Production and dissemination of the action plan  Implementation and monitoring of actions	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>COMMUNICATIONS</b>			
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Development of short video clips, containing little text and presenting the information to be communicated in a pictorial way (e.g., regulations, activities, etc.) <b>Communications</b></p>	<p>Development of video clips</p>	<p>Ongoing</p>
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Offer the “voice-to-text” option for people with hearing impairments when sending a CodeRED message <b>Communications</b></p>	<p>Implementation and promotion of the service</p>	<p>Ongoing</p>
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Recording and broadcasting of activities, events and conferences on the municipality’s YouTube channel, for live and/or delayed listening <b>Communications</b> <b>Culture and Leisure</b></p>	<p>Broadcast on the YouTube channel</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> In general, the public is unaware of the needs and contributions of people with disabilities</p>	<p>Promote the City’s Vulnerable Persons Registry to those most at risk <b>Registry and Public Affairs</b></p>	<p>Promotion of the Registry</p>	<p>Ongoing</p>
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Promotion of the 2-1-1 community resource service and resources available from local agencies <b>Registry and Public Affairs</b></p>	<p>Promotion of the service</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>COMMUNICATIONS</b>			
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Make communications accessible, emphasizing the adaptation of general services offered to citizens and paying attention to the colours and fonts used (visual contrast and size) <b>Registry and Public Affairs</b></p>	<p>Creation of an accessible communication guide  Execution of the measures of the guide in all City communications</p>	Ongoing
<p><b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex</p>	<p>Use of the bciti platform offering several remote services, including:</p> <ul style="list-style-type: none"> <li>• The creation of queries</li> <li>• The distribution of calendars (collection, etc.)</li> <li>• Surveys of citizens</li> <li>• Library membership</li> </ul> <p><b>Registry and Public Affairs</b></p>	<p>Creation of the services Procedure Creation Promotion of the services</p>	Ongoing
<p><b>Public awareness:</b> In general, the public is unaware of the needs and contributions of people with disabilities</p>	<p>Highlight the achievements of people with disabilities by providing them with increased visibility using our various tools and platforms <b>Registry and Public Affairs</b></p>	<p>Call to all on the City's various media channels  Recruitment from organizations working with people with disabilities  Promotion of the achievements</p>	Ongoing
<b>EMERGENCY MEASURES PLAN</b>			
<p><b>Public awareness and customer service:</b> In general, the services offered to vulnerable people and people with disabilities are not well known</p>	<p>Ensure the management and updating of the Vulnerable Persons Registry and make Ongoing improvements <b>Culture and Leisure Urban planning and municipal patrol</b></p>	Registry Update	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>EMERGENCY MEASURES PLAN</b>			
<p><b>Accessibility of buildings and public spaces:</b> municipal infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Plan for the use of accessible accommodations and service centres for people with disabilities (accessibility improvements)  <b>Culture and Leisure</b>  <b>Public works</b></p>	<p>Plan development</p>	<p>Ongoing</p>
<p><b>Public awareness and customer service:</b> In general, the services offered by vulnerable people and people with disabilities are not well known</p>	<p>Maintain an inventory of residences for seniors or individuals living with disabilities  <b>Culture and Leisure</b></p>	<p>Inventory Update</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs of people with disabilities and individuals in vulnerable situations, and the provision of services is not well known</p>	<p>Designate an employee responsible for services to persons with disabilities requiring accommodation, transportation or other services  <b>Culture and Leisure</b></p>	<p>Selection of designated employee</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs of people with disabilities and individuals in vulnerable situations, and the provision of services is not well known</p>	<p>As part of the climate change adaptation plan, include measures (3 specific actions for the 2021-2025 action plan) that will better inform and protect vulnerable populations during extreme weather conditions  <b>Sustainable development</b></p>	<p>Addition of measures</p>	<p>Ongoing</p>



TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>BUILDINGS AND PUBLIC PLACES</b>			
<p><b>Accessibility of buildings and public spaces:</b> cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>When developing parks, assess the accessibility of street furniture and prioritize replacement needs (e.g., accessible picnic tables)  <b>Culture and Leisure</b>  <b>Public works</b></p>	<p>Evaluation Report</p>	<p>Ongoing</p>
<p><b>Accessibility of buildings and public spaces:</b> cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Purchase of accessible furniture for various sectors (parks, public buildings, etc.)  <b>Finance</b></p>	<p>Accessible furniture installation</p>	<p>Ongoing</p>
<p><b>Accessibility of buildings and public spaces:</b> cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Implementation and monitoring of the parks and green spaces master plan, more particularly the Universal Access and Inclusive Design section  <b>Culture and Leisure</b>  <b>Public Works</b></p>	<p>Implementation of the plan</p>	<p>Ongoing</p>
<p><b>Accessibility of buildings and public spaces:</b> municipal infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>When renovating or constructing new public buildings, ensure that they meet the barrier-free design standards of the Quebec Construction Code  <b>Public Works</b></p>	<p>Conformity verification of new constructions</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
<b>BUILDINGS AND PUBLIC PLACES</b>			
<b>Transport and mobility:</b> having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Softening of paved boats (transitions over 3 meters instead of 1.5 meters) <b>Public Works</b>	Project Assignment Project Completion	Ongoing
<b>EMPLOYMENT</b>			
<b>Communications:</b> Access to services for individuals with disabilities can sometimes be difficult	Take the necessary steps to obtain a subsidy for the hiring of a student escort in day camps <b>Human Resources</b> <b>Culture and Leisure</b>	Production of various deliverables (grant application, project sheet, etc.)	Ongoing
<b>Inclusion:</b> For many individuals with disabilities, it can sometimes be more difficult to find a workplace that promotes inclusion while welcoming, accepting and celebrating difference	Maintaining a fair and equitable workplace by ensuring that job postings are open to all qualified individuals, without discrimination <b>Human Resources</b>	Employee training Development and dissemination of a related procedure	Ongoing
<b>Access to employment:</b> Individuals with disabilities may face challenges in obtaining employment and gaining work experience	Systematically ask candidates in all hiring processes if accommodations are required <b>Human Resources</b>	Revision of the accessibility component of the hiring process	Ongoing
<b>Access to employment:</b> Individuals with disabilities may face challenges in obtaining employment and gaining work experience	Availability for internships for students with special needs <b>Human Resources</b> <b>Culture and Leisure</b>	Internship Promotion Hiring a Student	Ongoing

# 2024 Action plan

## Specific measures for 2024

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Transport and mobility:</b> having a certain autonomy to get around and be an integral part of the community is a fundamental right</p>	<p>Installation of first accessible crosswalk, with audible signal (visually impaired), at corner of boul. St-Charles/boul. Beaconsfield  <b>Public Works</b></p>	<p>Installation of a sound device at a pedestrian crossing</p>	<p>Fall 2024</p>
<p><b>Accessibility of public buildings:</b> cultural infrastructures are not accessible to many users, especially those with mobility issues</p>	<p>Evaluation of the accessibility of the library and Centennial building by Kéroul  <b>Culture and Leisure</b>  <b>Sustainable development</b></p>	<p>Assessment report            Certification</p>	<p>Winter 2024</p>
<p><b>Customer service and staff awareness:</b> the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Organization of focus groups to gather impressions and comments from users with disability(ies) or who have a dependent with disability(ies)  <b>Culture and Leisure</b></p>	<p>Open call to participants on municipal channels            Promotion to organizations working with people with disabilities            Report</p>	<p>Automne 2024</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Accessibility of public buildings:</b> cultural infrastructures are not accessible to many users, especially those with mobility issues</p>	<p>Imagine Centennial project:</p> <ul style="list-style-type: none"> <li>Architectural competition - member of the technical committee specializing in universal accessibility (Société Logique)</li> </ul> <p><b>Sustainable development Culture and Leisure</b></p>	<p>Contract awarded to external consultant</p> <p>Accessibility evaluation reports for finalist projects</p>	<p>Summer 2024</p>
<p><b>Accessibility of public buildings:</b> most chalets do not have adapted washrooms, and some ramps need to be brought up to standard. Several areas in parks and green spaces remain inaccessible to people with functional limitations</p>	<p>Improvement of the universal accessibility for the following projects</p> <ul style="list-style-type: none"> <li>Construction of a brand-new, fully accessible chalet at Beacon Hill Park</li> <li>Development of James Armstrong Park for accessible gatherings (PRIMADA grant)</li> </ul> <p><b>Public Works Culture and Leisure</b></p>	<p>Plan production, renovation and space upgrading</p>	<p>Summer 2024</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs of people with disabilities and vulnerable individuals</p> <p><b>Customer service and staff awareness:</b> to date, the needs of vulnerable people have not been exhaustively analyzed on the territory, which means that the current offer does not optimally meet these needs. Furthermore, not everyone is aware of the resources available on the territory</p>	<p>Connectons project:</p> <ul style="list-style-type: none"> <li>Development and distribution of a brochure featuring community resources for people living in isolation and/or vulnerable situations.</li> <li>Organization of events throughout the territory to reach citizens unable to travel to the municipal hub</li> <li>Implementation of the Neighbours Connectors program, mobilizing citizens in all six districts to help break isolation and support citizens in vulnerable situations</li> </ul> <p><b>Sustainable Development Culture and Leisure</b></p>	<p>Meeting notes</p> <p>Tools</p> <p>Event organization</p> <p>Promotion</p>	<p>Summer 2024</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Accessibility of public buildings:</b> cultural infrastructures are not accessible to many users, especially those with mobility issues</p>	<p>Imagine Centennial project:</p> <ul style="list-style-type: none"> <li>Request for a grant from the Accessibility Fund, medium-sized projects, to improve the accessibility of the future multifunctional cultural center</li> </ul> <p><b>Sustainable Development Culture and Leisure</b></p>	<p>Production of various deliverables (grant application, project sheet, etc.)</p>	<p>Winter 2024</p>
<p><b>Communications:</b> access to services for people with disabilities, particularly hearing impairments, can sometimes be difficult</p>	<p>Implementation of Wordly, for library conferences (French and English), offering subtitling and simultaneous translation</p> <p><b>Culture and Leisure</b></p>	<p>Development of user procedures</p> <p>Promoting the resource</p>	<p>Fall 2024</p>
<p><b>Accessibility of public buildings:</b> several of Beaconsfield's parks and outdoor spaces need rejuvenation to adapt to modern realities and serve a wider range of users</p>	<p>Redevelopment of the Annexe Herb Linder outdoor terrace to make it fully accessible</p> <p><b>Public Works Culture and Leisure</b></p>	<p>Plan production, renovation and space upgrading</p>	<p>Fall 2024</p>
<p><b>Accessibility of public buildings:</b> several of Beaconsfield's parks and outdoor spaces need rejuvenation to adapt to modern realities and serve a wider range of users</p>	<p>Parks and green spaces master plan update, including universal accessibility component</p> <p><b>Culture and Leisure</b></p>	<p>Developing and distributing a plan</p>	<p>Fall 2024</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Accessibility of public buildings:</b> cultural infrastructures are not accessible to many users, especially those with mobility issues</p>	<p>Universal accessibility improvements as part of Devon Park redevelopment (asphalt pathway)  <b>Public Works</b>  <b>Culture and Leisure</b></p>	<p>Plan production, renovation and space upgrading</p>	<p>Fall 2024</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs of people with disabilities and vulnerable individuals</p>	<p>Conference with Nav-Care of Theresa-Dellar palliative care residence, highlighting available services  <b>Culture and Leisure</b></p>	<p>In-person event  Advertising to promote the event</p>	<p>January 2024</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Friends for Mental Health booth at planned summer concerts in Centennial Park  <b>Culture and Leisure</b></p>	<p>Booth at events</p>	<p>Summer 2024</p>
<p><b>Customer service:</b> provide inclusive programs that have a positive impact on the health of the population, including targeting populations that are more at risk and/or marginalized</p>	<p>In collaboration with CIUSSS, offer of the STAND-UP program designed to improve balance in people aged 65 and over who are afraid of falling or have fallen in the past year  <b>Culture and Leisure</b></p>	<p>In-person event  Advertising to promote the event</p>	<p>2024</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>As part of the Semaine québécoise des personnes handicapées, offer the conference Des vacances accessibles au Québec et ailleurs dans le monde (Kéroul) <b>Culture and Leisure</b></p>	<p>In-person event Advertising to promote the event</p>	<p>June 2024</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>As part of Autism Month, offer an inclusive activity in partnership with the West Island Association for the Intellectually Handicapped (WIAIH), open to all <b>Culture and Leisure</b></p>	<p>In-person event Advertising to promote the event</p>	<p>April 2024</p>
<p><b>Customer service:</b> provide inclusive programs that have a positive impact on the health of the population, including targeting populations that are more at risk and/or marginalized</p>	<p>Return of the Techno Squad on Wheels <b>Culture and Leisure</b></p>	<p>In-person event Advertising to promote the event</p>	<p>Ongoing</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Reduced mobility zone during the OSM concert <b>Culture and Leisure</b></p>	<p>In-person event Advertising to promote the event</p>	<p>July 2024</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p><b>Staff awareness:</b> lack of knowledge among staff of the special needs of people with disabilities</p>	<p>Training on inclusive activities and programs (with Kéroul) <b>Culture and Leisure</b></p>	<p>Training Notes</p>	<p>Fall 2024</p>
<p><b>Public awareness:</b> the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Accessible Halloween campaign - promoting Halloween to local organizations and associations recognized by the City <b>Culture and Leisure</b></p>	<p>Production of a poster Promotion through various channels (newsletter, social networks, etc.)</p>	<p>Fall 2024</p>
<p><b>Staff awareness:</b> lack of knowledge among staff of the action plan and measures in place, as well as of the specific needs of individuals with functional limitations and the methods and approaches to better support them</p>	<p>Addition of a section dedicated to sharing best practices related to universal accessibility on the intranet for municipal employees <b>Culture and Leisure</b> <b>IT</b></p>	<p>Creation of the tool Promotion to the municipal team</p>	<p>Fall 2024</p>



# Resources for Persons with Disabilities – Beaconsfield

## City of Beaconsfield

### Registry of people in vulnerable situations

Sign up to our registry to receive one courtesy call per season with relevant information and to receive a call in the event of emergency situations, such as prolonged power outages or extreme heat waves.

[Form](#)

**Information:** [lpv-vpl@beaconsfield.ca](mailto:lpv-vpl@beaconsfield.ca) or 514-428-4400, ext. 4470

### Code Red

Sign up to receive emergency alerts by phone.

[Form](#)

### bciti+

Download the citizen portal app, bciti+, to access the City's various services, news and resources.

## Library

Citizens can access the collection of **e-books, audiobooks, and large print**. The catalogue can be consulted [online](#) or you can contact the library at 514-428-4400 ext. 4470 or at [bibliotheque@beaconsfield.ca](mailto:bibliotheque@beaconsfield.ca).

The library also offers special collections: the **collection for children with special needs** and **books for children with dyslexia**.

Several databases are also available, offering various digital content: **hoopla** for books, movies and music, **medici.tv** for jazz and classical music, **Flipster** for magazines, **BibliOdyssey** for books in FROG format, specially adapted for children with dyslexia, and more.

### Home delivery of books

By registering, it is possible to benefit from home delivery of books. The documents are chosen according to your preferences and are delivered by a volunteer.

For more information on this service, call 514-428-4460, write an email to [bibliotheque@beaconsfield.ca](mailto:bibliotheque@beaconsfield.ca) or fill out the [online membership form](#).

## Leisure

### Leisure Companion Card (CAL)

This card offers free admission to the companion of a disabled person at partnering leisure, cultural and tourist organizations. It replaces the VATL (tourist and leisure companion sticker).

**Heights Park (229 Evergreen Dr., Beaconsfield, QC H9W 2A9)**

An inclusive park with accessible and adapted play areas for children of all skill levels to play together. Trekfit training area also available.

**Briarwood Park (50 Av. Willowbrook, Beaconsfield, QC H9W 3P6)**

An inclusive design that facilitates access for people of all ages and abilities so that they can have an experience that meets their needs and aspirations. Bonus: accessible splash pad!

# Resources for Persons with Disabilities – West Island of Montreal

## Travel

To make it easier for people with disabilities to get around, here is a list of paratransit services.

- [Paratransit](#) – STM (To book a trip, visit [this page](#).)
- [Coop Taxi de l'Ouest](#) (also offers errands service, additional cost)
- [Para-adapted taxi](#) (to see)
- [TéoTaxi](#) (private)
- [Taxi Diamond](#)

The [CLSC du Lac-St-Louis](#) offers mobility and autonomy services (wheelchair rental, walker, interpreter, etc.)

- T: 514 697-4110

## Housing

The [Société d'habitation du Québec](#) offers the Home Adaptation Program, “financial assistance for the execution of work to adapt the homes of people with disabilities.”

- T: 1-800-463-4315

## Employability

**Action main-d'œuvre - West Island point of service**

- Individual support for finding and maintaining suitable employment.
- T: 514 721-4941

**Placement Potentiel**

- Placement service for people living with mild disabilities.
- T: 514 694-0315

## Overview of Community Organizations

### Low Vision Self-Help Association

- Monthly support group for people living with vision loss and their loved ones
- T: 514 694-2965

### West Island Association for the Intellectually Handicapped

- An organization that helps people with autism or developmental disabilities and provides family and community support

### West Island Citizen Advocacy

- Provides support to people living with disabilities through sponsorship.
- T: 514 694-5850

### À cœur ouvert

- Help centre that offers a summer day camp, respite, and recreation camp for young people with disabilities.
- T: 514 626-8150

## Front-line listening services

Referral services that can guide citizens to the appropriate resources.  
Carrefour familial Cloverdale Multi-Ressources – T: 514-684-8228





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