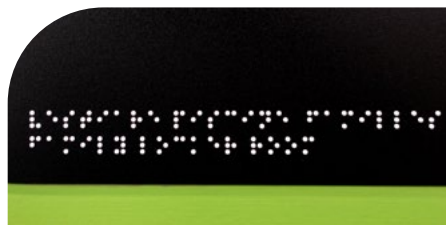


Action Plan for the Disabled Community 2022 Annual Review and 2023 Action Plan



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With the disruption from the COVID-19 pandemic largely behind us, in 2022 the City of Côte Saint-Luc got back on track with its accessibility initiatives. I am proud of this year's *2022 Annual Review and 2023 Action Plan for the Disabled Community*, which reflects our commitment to inclusivity, and outlines all the steps we have taken in the last year to further that end, and all those we intend on taking in the year to come.

We focused a lot on parks this year. Kirwan Park underwent a massive renovation, with new accessible bathrooms and a chalet, an accessible playground, a wide paved path around the entire perimeter, and a new splash pad. Accessible bathrooms and water fountains were added to several parks around the city as well. In the coming year we also have a project planned to make all the bathrooms for our outdoor pool fully accessible.

In addition, this past year, the City of Côte Saint-Luc embarked on large-scale public consultations so we can create a Master Plan that reflects our residents' collective vision for the future of our community. Accessibility was one of the important themes that emerged as a priority, and Universal Design will be one of the guiding principles throughout all aspects of that plan, including public spaces, housing, streetscapes, and mobility options.

The City of Côte Saint-Luc prides itself on its responsiveness to all residents and their needs, regardless of age, ability, gender, ethnic background, religion, or income. Our goal is to ensure that all people have the support and opportunity to fully participate in their community and enjoy all that the city has to offer.

A handwritten signature in black ink that reads "Mitchell Brownstein". The signature is fluid and cursive.

Mitchell Brownstein
Mayor



Portrait of the City

The City of Côte Saint-Luc is located in the West End of the island of Montreal. The Village of Côte Saint-Luc incorporated in 1903 and became the City of Côte Saint-Luc in 1958, in an era of population boom. Enclaved by the Canadian Pacific Railyards and several train tracks, the City is geographically in three sections: one large central sector, in addition to two smaller areas that border on the City of Montreal Borough of Côte-Des-Neiges-Nôtre-Dame-de-Grace and the Town of Hampstead. The City is very dense in certain areas, with a significant number of multi-family dwellings, in addition to single-family dwellings over a large swathe of its territory.

Côte Saint-Luc has over thirty public parks, and other important facilities including the Eleanor London Côte Saint-Luc Public Library, the Samuel Moskovitch Arena, the Aquatic and Community Centre, an outdoor swimming pool, and numerous chalets. It also has a volunteer-run first-response Emergency Medical Service (EMS), unique in the Agglomeration of Montreal, and Volunteer Citizens on Patrol (vCOP). Along with researchers at the Université de Montréal, the Université de Sherbrooke, and the CIUSSS West-Central Montreal, the City is a partner in the Côte Saint-Luc Living Lab Project, whose aim is to co-develop a support model around smart environments for older adults.

The population of the City of Côte Saint-Luc has been increasing rapidly in recent years, due to development, and this will only increase in the coming years with the redevelopment of the three shopping malls on its territory. According to recent statistics by the MAMH, the population in 2022 was 35,419, up from 32,448 in 2016. Approximately 29% of the population is age 65 or older, and 36% of the population lives alone.



Legal Framework

In 2004, the Quebec National Assembly passed the *Act to Secure Handicapped Persons in the Exercise of Their Rights with a View to Achieving Social, School and Work-place Integration*, the purpose of which was “to secure handicapped persons in the exercise of their rights and... to help them integrate into society to the same extent as other citizens by providing for various measures to apply specifically to handicapped persons and their families, their living environments and the development and organization of resources and services for them” (L.R.Q. c. 31 s. 2). In 2021, The Quebec Government also issued *Décret 655-2021*, which added elements to the law that further take into account the characteristics and needs of disabled people and reduce barriers to their integration.

To comply with the law, municipalities with over 15,000 inhabitants must create an annual action plan which identifies barriers to integration and measures that were and will be taken to increase inclusion, following the *Guide pour l’élaboration du plan d’action annuel à l’égard des personnes handicapées—volet municipalités, 2e édition*. Côte Saint-Luc also assisted in training provided by the Office des personnes handicapées du Québec (OPHQ) in 2022.

‘Inclusion’ refers to promoting and ensuring the participation of people with disabilities in all aspects of society and providing the necessary support and reasonable accommodation so that they can fully participate and lead meaningful lives in the community. This extends to not only to residents, but anyone visiting or working in Côte Saint-Luc.

As disabilities can affect people of any age, may be visible or not, and can be visual, motor, auditory, cognitive, intellectual or behavioural, the City must implement a wide range of improvements in its physical spaces, services, programs, and policies. The following document outlines the City of Côte Saint-Luc’s commitment to better integrate all individuals living with a disability with a tangible action plan. We will work with the community and our partners to accomplish this.

Our Mission

The City of Côte Saint-Luc’s mission is to provide a communal environment that is accessible, accommodating and welcoming to those with specialized needs. The mission consists of applying changes to three essential sectors in the community: 1) the built environment; 2) programs, services, and communications; and 3) policies, training, and consultation.

Accessibility in Côte Saint-Luc is about creating a community and providing services that enable anyone to participate fully, without barriers. We aim to adapt and expand in terms of accessibility as well as inclusivity in order to adequately serve the blended population. The departments applying this mandate will improve the quality of life of residents and visitors using the facilities and participating in the offered leisure programming. It is equally the City’s hope to create an inclusive environment where differences are celebrated.



Allan J. Levine Accessible Playground in Kirwan Park.

Working Group

The development, implementation, and monitoring of the Action Plan will be led by Tanya Abramovitch, Associate City Manager—Urban Strategy, and Cornelia Ziga, Director of Recreation, who is the Project Coordinator. The Action Plan is developed in collaboration with all City services, residents, and community groups.

Name	Title	Department	Responsibilities related to the Action Plan
Jonathan Shecter	City Manager	General Management	<ul style="list-style-type: none"> • Municipal Administration, By-laws, Resolutions • Access to Information
Tanya Abramovitch	Associate City Manager—Urban Strategy	General Management	<ul style="list-style-type: none"> • Action Plan lead • Public Spaces • Public Consultations • SPVM Liaison • Emergency Coordinator
Nadia Di Furia	Associate City Manager and HR Director	General Management Human Resources	<ul style="list-style-type: none"> • Recruitment • Employee Training • Employment Equity
Cornelia Ziga	Director of Recreation	Recreation	<ul style="list-style-type: none"> • Action Plan Coordinator • Sports & Leisure Programs and Services • Facility operations • Events • Community Services
Janine West	Library Director	Library	<ul style="list-style-type: none"> • Culture and community programs & services
Philip Chateauvert	Director of Public Safety	Public Safety	<ul style="list-style-type: none"> • Emergency Medical Services • Public Security • Dispatch • Volunteer Citizens on Patrol • Emergency Preparedness
Charles Senekal	Director of Urban Development	Urban Development	<ul style="list-style-type: none"> • Infrastructure • Urban Planning • Project Management • Transportation
Darryl Levine	Director of Public Affairs and Communications	Public Affairs and Communications	<ul style="list-style-type: none"> • Communication • Publications • Website • Virtual Meetings
Beatrice Newman	Director of Public Works	Public Works	<ul style="list-style-type: none"> • Building, Park, Road Maintenance • Waste & Environment
Andrea Charon	General Counsel and Director of Purchasing	Purchasing	<ul style="list-style-type: none"> • Contracts • Purchasing • Policies
Pascalie Tanguay	Director of Legal Services and City Clerk	Legal	<ul style="list-style-type: none"> • By-laws, Resolutions • Access to Information
Andry Rafolisy	Treasurer and Director of Finance	Finance	<ul style="list-style-type: none"> • Budget • Taxation
Angelo Marino	Director of IT	IT	<ul style="list-style-type: none"> • Information Technology • Telephony • Office Equipment

Consulting Community Partners

The City has formed several partnerships with community organizations that focus on serving the disabled. We have consulted with them to understand the needs of their members or users and adapted our facilities whenever possible to meet those needs. Programs are therefore co-created in conjunction with the organizations. These include:



Organization	Website
The C.A.R.E Centre /Centre d'activités récréatives et éducatives (Located across from our Aquatic and Community Centre)	www.carecentre.org
AlterGo	www.altergo.ca/fr
Kéroul	www.keroul.qc.ca/en/home.html
CLSC René-Cassin (CIUSSS West-Central)	www.ciusswestcentral.ca/sites-and-resources/clsc/clsc-rene-cassin
Centre de réadaptation Lethbridge-Layton-Mackay Réhabilitation Centre	www.crlm.ca
Giant Steps School	giantstepsmontreal.com/en
Childhood Disabilities: Participation and Knowledge Translation Lab, School of Physical and Occupational Therapy, McGill University	www.childhooddisability.ca/about-us
P.L.A.Y Promoting Participation in for Active Youth	
CIVA (Centre d'Intégration a la vie Active)	civa.qc.ca
Westmount Music Therapy	www.westmountmusictherapy.ca
Cummings Centre	cummingscentre.org
Ometz	www.ometz.ca
Opening doors for Accessibility (March of Dimes)	www.marchofdimes.ca
All Access Life organization	AllAccessLife.Org
Autism Karate	autismekarate.com
UNIS pour la vie: communautés inclusives	

Our Buildings and Facilities

Building / Facility	Address	Number of Floors	Elevator	Automatic Doors	Accesible bathrooms (automatic door, stalls, sinks)	Braille markings on signage	Notes
Côte Saint-Luc City Hall	5801 Cavendish Blvd.	2 + basement	√	√	√	X	
Eleanor London Côte Saint-Luc Public Library	5851 Cavendish Blvd.	1 + basement	√	√	√	X	Access to the elevator is through City Hall
Dispatch Centre (basement)	5851 Cavendish Blvd.	1	X	X	X	X	Not open to the public
vCOP office (basement)	5851 Cavendish Blvd.	1	X	X	X	X	Not open to the public
Public Safety Building	8100 Côte Saint-Luc Road	2 + basement	X	X	X	X	
Public Works Building	7001 Mackle Road	1	n/a	X	X	X	
Aquatic and Community Centre	5794 Parkhaven	2 + basement	√	√	√	√	
Recreation Department	7500 Mackle Road	1	n/a	√	√	X	
Gymnasium	7500 Mackle Road	1	n/a	√	√	√	
Parkhaven Pool	7500 Mackle Road	1	n/a	X	X	X	
Samuel Moskovitch Arena	6985 Mackle Road	1	n/a	√	√	X	
Sports Annex (Outdoor)	6974 Mackle Road	1	n/a	n/a	n/a	X	Access to bathrooms through the Arena
CSL Tennis Club	8215 Chemin Guelph	2	X	X	X	X	
Montreal Fire Station No. 78	6815 Côte Saint-Luc Road	1	n/a	X	X	X	

Building / Facility	Address	Number of Floors	Elevator	Automatic Doors	Accessible bathrooms (automatic door, stalls, sinks)	Braille markings on signage	Notes
Pierre Elliott Trudeau Park—Chalet 1	6795 Mackle Road	2	X	✓	✓	X	
Pierre Elliott Trudeau Park—Chalet 3	6795 Mackle Road	1	n/a	✓	✓	X	
Rembrandt Park Chalet	5705 Rembrandt Ave.	2	X	✓	✓	X	
Singerman Park Chalet	5564 Robinson Ave.	1	n/a	X	X	X	
Sanitary block McDowell Park	5580 Randall Ave.	1	n/a	✓	✓	X	
Sanitary block Richard Schwartz Park	5732 Wentworth Ave.	1	n/a	X	X	X	
Chalet at Edward J. Kirwan Park	5732 Wentworth Ave.	1	n/a	✓	✓	✓	
Sanitary block at Allan J. Levine Playground	Mackle Rd.	1	n/a	✓	✓	✓	
Sanitary block at Nathan Shuster Park	Collins Rd.	1	n/a	✓	✓	X	



Our Parks and Playgrounds

Park	District	Playground	Accessible splash pad/ water game	Chalet for activities (incl accessible bathroom)	Accessible bloc sanitaire	Other Features
Aaron Hart Park	1	NO	NO	NO	NO	
Aumont Park	1	YES	NO	NO	NO	
Harold Greenspon Park	1	NO	NO	NO	NO	
Roback Park	1	YES	NO	NO	NO	
Ashkelon Garden	2	NO	NO	NO	NO	
Elie Wiesel Park	2	NO	NO	NO	NO	
Isadore Goldberg Park	2	YES	NO	NO	NO	
Rembrandt Park	2	YES	YES	YES	NO	
Veterans Park	2	NO	NO	NO	NO	
Beland Park	3	YES	YES	NO	NO	
Father Martin Foley Park	3	YES	NO	NO	NO	
Irving Singerman Park	3	YES	NO	YES	NO	Wiffle Ball, Volleyball, Basketball
McDowell Park	3	YES	YES	NO	YES	
Silverson Park	3	YES	NO	NO	NO	
David I. Earle Park	4	YES	NO	NO	NO	
Donald Fletcher Park	4	YES	NO	NO	NO	Basketball, Skatepark
Richard Schwartz Park	4	YES	YES	NO	YES	Community Garden
Edward J. Kirwan Park	5	YES	YES	YES	YES	Walking path around park, Community garden, baseball fields, basketball courts

Park	District	Playground	Accessible splash pad/ water game	Chalet for activities (incl accessible bathroom)	Accessible bloc sanitaire	Other Features
Yitzhak Rabin Park	5	YES	YES	YES	YES	Wading Pool
Joshua Ezekiel Alexander Park	5	YES	NO	NO	NO	
Glenn J Nashen Park	6	YES	NO	NO	NO	
Pierre Elliott Trudeau Park	6	YES	YES	YES	NO	Shalom Bloom Sculpture Garden, Lake, Baseball Fields, Human Rights Walkway
Ruth Kovac Park	6	NO	NO	NO	NO	
Imagination Park	6	YES	NO	NO	NO	Firepit
Arthur Zygielbaum Park	7	YES	NO	NO	NO	
Fyon Park	7	YES	YES	NO	YES	
Mitchell Brownstein Park	7	YES	NO	NO	NO	
Eric Helfield Park	7	YES	NO	NO	NO	
Nathan Shuster Park	8	YES	NO	NO	YES	Is a protected wetland



For the Action Plan of 2022, the City of Côte Saint-Luc was able to largely recapture its pre-pandemic momentum and introduce many new initiatives to increase inclusion and accessibility, and it did so in a variety of domains, including: the built environment, programs,

services, and communications, and policies, training, and consultation. Some projects did not get completed due to a shortness of resources in certain departments, but a majority of initiatives were achieved.

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE			
Barrier	Action	Department Responsible	Status
Sanitary block in Allan J. Levine Playground is not accessible for wheelchairs.	Demolish and rebuild an accessible sanitary block.	Engineering and Parks and Recreation	Completed
Allan J. Levine Playground in not accessible	Build new paths, add new playground area and splash pad for differently abled children, with accessible surface	Engineering and Recreation	Completed
Kirwan Park is not accessible.	Completely renovate Kirwan Park, including wide asphalt pathways, new fully accessible chalet, and basketball courts.	Engineering and Recreation	Completed
Stairs pose potential difficulty for the visually impaired.	Installation of contrasting visual signage to clearly identify nose of the stairs (leading to 2nd floor)	Recreation	Completed
Hand soap dispensers are too high for people in wheelchairs.	The lowering of the hand soap dispensers in ACC	Recreation	Delayed until 2024
Towel dispensers are too high for people in wheelchairs.	The lowering of the towel dispensers in ACC	Recreation	Delayed until 2024
Coat hooks are too high for people in wheelchairs.	The lowering of the coat hooks	Recreation	Completed
Showers are not up to standard for accessibility.	The installation of hand rails and handles on the inside of the adapted showers—stall walls and doors	Recreation	Completed
Showers are difficult to take for the disabled.	Purchase of adaptive chair for the Family Changing room shower stalls	Recreation	Completed
Signage is not suitable for visually impaired people.	Installation of accessible access signs on bathroom doors in ACC	Recreation	Completed
Areas of City Hall may not be accessible, and we may not be aware how inaccessible they are.	Get professional assessment of the accessibility of the City Hall building done.	General Management	Completed
There is no plan that outlines where and how our parks will be made more accessible	Create 5-Year Small Parks Plan with section outlining steps to make parks more accessible	General Management/ Recreation/Public Works	Completed

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Status
City is not aware of best practices and standards for accessibility of public spaces.	Invite accessibility expert to Public Spaces Committee to increase awareness of best practices.	General Management	Moved to Spring 2024
Persons with visual impairments may not notice glass walls/doors	Purchasing warning stickers for glass walls and doors	Library	Completed
Library washrooms may require improvements to increase accessibility.	Create modification plan for budget for 2023.	Library	Delayed until Fall 2024
Library may not meet accessibility standards	Have a professional assessment of Library done	General Management	Completed
Programs are not accessible to hearing impaired	Install induction loop system in auditorium	Library	Waiting until installation of new equipment to assess compatibility. Delayed until 2023.
Library programs are not accessible to persons who are immobile	Install simultaneous live streaming of library programs	Library/Communications	Programs can now be live-streamed, and system will be further perfected with purchase of additional equipment in 2023.
Children’s programming should be inclusive and accessible to all	Train staff and incorporate aids to be more inclusive and offer at least 2 accessible programs per year	Library	Completed
Visually impaired people cannot easily cross the street at major intersections.	Automatically add tactile walking surface indicators to sidewalk corners when we replace those sections.	Engineering	As we replace corner sections, we will add them in our annual sidewalk contract. Ongoing.
Visually impaired people cannot easily cross the street.	Create plan for audible pedestrian signals and consult with CIUSSS and Mackay Centre to confirm suitability.	Engineering	Completed
Visually impaired people cannot easily cross the intersection.	Add audible pedestrian signal to Cavendish/L’Avenue intersection	Engineering	Completed
Pedestrian signals may not be fully accessible	Create repertoire of pedestrian signals and their accessibility	Engineering	Completed
Drinking water may not be available and accessible in all parks	Add accessible water fountains to ten parks	Engineering	Five fountains added in 2022, five more to be added in 2023
Kirwan Park was barely accessible in any way	Completely renovate Kirwan Park with accessible bathrooms, paths, and playground	Engineering	Completed, except one section of the path can’t be completed until baseball fence repaired.

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Status
Bathrooms in the park are completely inaccessible.	Build accessible bathrooms in Rembrandt Park, including widening doorways, changing toilet, adding handicap buttons, lowering sinks.	Public Works	Completed
Chalet in park not accessible.	Make Rembrandt Chalet exterior accessible by adding ramp, push button and replace the door.	Public Works	In progress
Bathrooms in the park are completely inaccessible.	Completely renovate bathroom in McDowell Park, including adding ramp, widening doorways, changing toilet, adding handicap buttons, lowering sinks.	Public Works	Completed
Playground surface is not accessible.	Replace sand in playground with rubber surface in McDowell park	Public Works	Project delayed indefinitely due to possible future redesign of park.
Bathrooms in the park are completely inaccessible.	Replace single, inaccessible bathroom in Shuster Park with double accessible bathroom.	Public Works	Completed
Handicap buttons in the front entrance have not been working for a long time.	Replace handicap buttons for City Hall doors	Public Works	Completed
Wayfinding in City Hall may be difficult for the visually impaired.	Create plan for office signs with braille	Public Affairs and Communications	Delayed until Fall 2024
There are only stairs to get into the Public Safety Building and they are not accessible.	Commission a design for an accessibility solution for the entrance into 8100 CSL Rd.	Public Safety/Engineering	Completed
Hearing is difficult at the front counter of City Hall.	Install microphones at the front counter.	Finance Department	Options explored, but not yet complete.

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Status
Not all community groups, institutions, and residences are aware of the Report and Action Plan.	Ensure that the Report and Action are disseminated to these groups.	General Management	Completed
Public computers have limited accessibility for those with mobility issues, hearing impairments or visual impairments	Purchase large print keyboards, sticky keys, trackball mouse and assess feasibility of creating one accessible workstation with specific assistive software.	Library	Completed
Lack of aids for visually impaired	Purchase handheld magnifiers, improve lighting in Large Type, move CCTV to a more accessible and suitable location.	Library	Completed

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Status
Hearing impaired patrons often have difficulty communicating with staff	Offer advanced training in sign language to staff; investigate and propose purchase of induction loop system for service points	Library	Level 2 sign language course completed by one staff member. Investigation into purchase of induction loop system for service points delayed until 2023
Persons with visual impairments who also have mobility issues are often unaware of new large print materials	Include Large Type printed lists of new large type books and audiobooks in Home Library Service delivery bags	Library	Completed
Online communication tools can include information that is not accessible to those with visual impairments	Assess library website against available standards and make recommendations.	Library	Completed
Disabled community not necessarily aware of any adaptive library services	Create library webpage listing available services	Library	Completed
Few print materials for children with reading impairments	Purchase Hi-Lo readers and Large Type early chapter books	Library	Completed
Persons with visual impairments may be unaware of how to access national braille collections	Provide information on the library's website on how to access CELA & Bookshare	Library	Completed
Persons with visual impairments had difficulty seeing titles on upper shelves	Remove all books from top shelves	Library	Completed
Persons with visual impairments have difficulty listening to audiobooks with multiple CDs	Purchase more MP3s	Library	Cannot be completed. MP3s no longer available for sale. An alternative was found to provide pre-downloaded Kobos to the patron, to be implemented in Winter 2023
Resources for people with disabilities may not be easy to find	Insert an <i>Accessibility Information for people with disabilities</i> tab on website	Public Affairs and Communications	Delayed until 2023
Videos produced by the City may not be easily viewable to the hearing impaired	Add subtitles and/or QSL medallions to your videos;	Public Affairs and Communications	Completed
Website may not be accessible for the visually impaired.	Check that website meets accessibility standards, especially so that it can be read by a voice reader.	Public Affairs and Communications	Delayed until Spring 2023

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

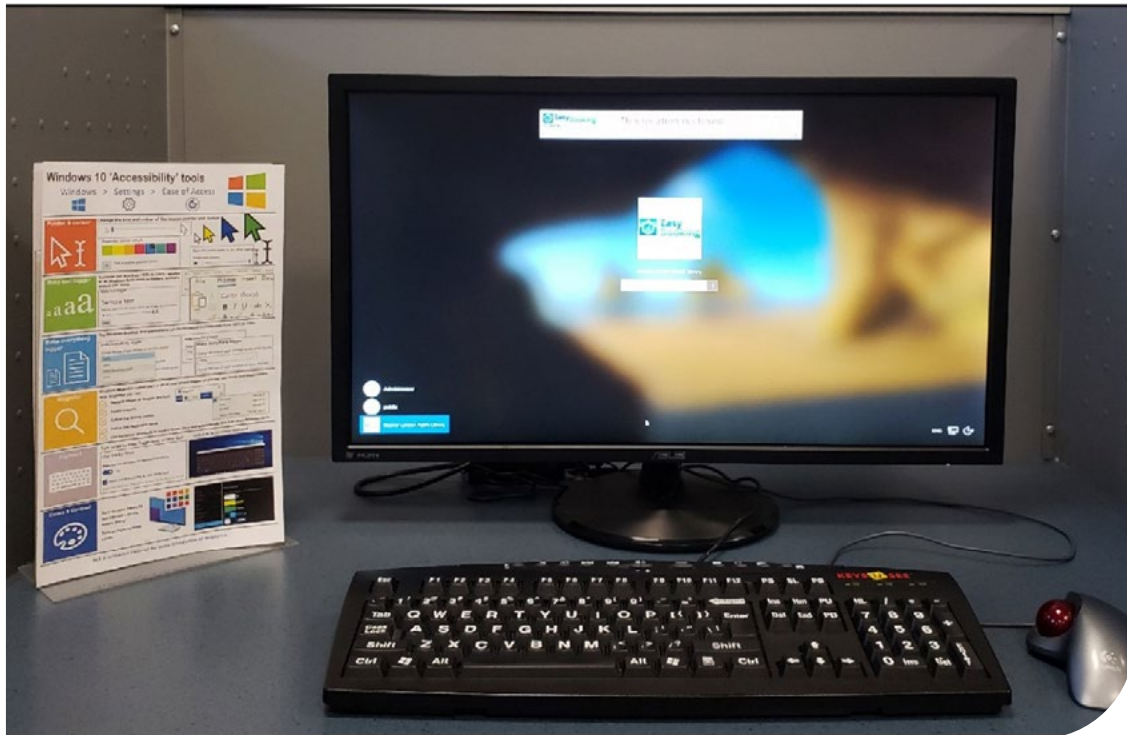
Barrier	Action	Department Responsible	Status
People with disabilities may be underrepresented in City publications.	Include people with disabilities in various communications.	Public Affairs and Communications	Completed
Recreation guidebook may not be easily read by the visually impaired.	Update layout of Recreation guidebook to follow best practices for screen reader access	Public Affairs and Communications	Not complete. Delayed until 2023

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

Barrier	Action	Department Responsible	Status
City is not aware if staff know American Sign Language (ASL)	Add to interview grid whether candidates are fluent in ASL and start an up-to-date list of who is.	Human Resources	Completed
We may not be reaching potential employees with disabilities.	Expand recruitment sources to employment organizations in order to reach individuals with disabilities	Human Resources	Not complete. Delayed until Fall 2023
Staff have never had disability sensitivity training.	Find an expert who can provide that training and hold at least one session.	Human Resources	Not complete. Delayed until Fall 2023
Many work areas are not physically suitable for people with disabilities.	Review Kéroul Physical Assessment of City Hall and Library	Human Resources	Completed
Staff sometimes do not know how to properly deal with neurodiverse individuals	Provide training for staff to learn how to welcome and better serve neurodiverse individuals	Human Resources	Not complete. Delayed until Fall 2023
Staff are not necessarily aware of best practices for inclusionary workplaces	Attend a training session on creating inclusionary workplaces	Human Resources	Not complete. Delayed until Fall 2023
People with disabilities need a forum to be specifically consulted about envisioning an inclusive city for the Master Plan.	Invite the disabled community and their caregivers for a focus group, especially related to the Master Plan	General Management	Completed
Accessibility is not systematically considered in discussions related to Public Space	Create Accessibility section for Public Spaces Policy	General Management	Incomplete —Estimated completion of entire policy 2024
There has been no way to ensure that community (non-city) events are accessible	Add 'accessibility features' section to Community Events Form	General Management	Completed
Not all staff are aware we even have an Action Plan, and accessibility is not at the forefront of people's minds.	Ensure that a communication is sent to that the staff are aware there is an Action Plan and that the City is committed to moving it forward.	General Management	Completed

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

Barrier	Action	Department Responsible	Status
There has been no way to ensure that all contracts and purchases take accessibility into account.	Revise Contract Management By-law to be in conformity with Decret 655-2021 and the <i>Guide pour l'élaboration du plan d'action annuel à l'égard des personnes handicapées</i> , 2e ed.	General Counsel (Purchasing Department)	Delayed, to be completed December 2023.
There has been no way to ensure that all tenders take accessibility into account.	Ensure that criteria related to accessibility are in all tender documents.	General Counsel (Purchasing Department)	Delayed, to be completed December 2023.
Staff require updating on best practices related to accessible street design.	Training on accessible street design	Engineering	Delayed—Training planned for fall 2023
Sometimes handicap parking spaces are not fully cleared.	Establish policy for priority snow clearing of handicap spaces in municipal parking lots	Public Works	Ongoing
Residents with disabilities may not receive the same level of service as those without from administrative staff.	Provide training for administrative staff on how to adapt service to people with disabilities	Public Safety	Delayed until 2023
SIM's voluntary emergency registration list of people with disabilities may not be up-to-date.	Roll out annual campaign (around July 1) to remind residents to sign up for the list.	Public Safety/Director of Communications	Completed in 2022, will be done annually



Côte Saint-Luc Public Library's accessible workstation in the media lab

This section divided into three main parts:

Part 1—Buildings, Facilities, Public Spaces, and Infrastructure

Part 2—Services, Programs and Communications

Part 3—Policies of Inclusion, Training, and Consultation

PART 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

This part of the Action Plan focuses on the built environment that is used by the public. This includes:

- a. Municipal buildings and facilities and their grounds
- b. Municipal parks, playgrounds, green spaces and splashpads
- c. Streets, sidewalks, and parking lots

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE			
Barrier	Action	Department Responsible	Year to be completed
City is not aware of the housing needs of neurodiverse people	Meet with organizations that focus on housing for neurodiverse communities	General Management/Urban Planning	Summer 2023
In a large-scale redevelopment, opportunities may be missed to make the entire neighbourhood accessible for all.	Ensure that PPUs for three mall redevelopment sites have Universal Design as a guiding principle.	General Management/Urban Planning	Fall 2023
Locker rooms, showers, and bathroom area for the outdoor pool are not accessible	Get professional services done for project to renovate locker rooms, showers, and bathroom area.	Engineering/Recreation	Winter 2023
Hand soap dispensers are too high for people in wheelchairs.	The lowering of the hand soap dispensers	Recreation	Moved from 2022 Action Plan December 2023
Towel dispensers are too high for people in wheelchairs.	The lowering of the towel dispensers	Recreation	Moved from 2022 Action Plan Winter 2023
Swipe entry mechanism flashes and is extremely bright, which can be problematic for people with neurological issues	Install non-flashing mechanism.	Recreation	Fall 2023
Area in the front of Recreation office is uneven, posing a risk to people in wheelchairs	Get area flattened or stones re-layed	Recreation/Engineering	Summer 2023
There is no accessible bathroom in the park.	Install an accessible bathroom in Mitchell Brownstein Park	Public Works	Summer 2023

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Year to be completed
Bathroom in the park was inaccessible.	Install an accessible bathroom in Fletcher Park	Public Works	Fall 2023
There is currently no path for people to use in the park, and it is difficult for people with reduced mobility to walk on the grass.	Create a paved path in Joshua Ezekiel Alexander Park	Public Works	Fall 2023
City is not aware of best practices and standards for accessibility of public spaces.	Invite accessibility expert to Public Spaces Committee to increase awareness of best practices.	General Management	Moved from 2022 Action Plan Summer 2023
Programs are not accessible to hearing impaired	Install induction loop system in auditorium	Library	Moved from 2022 Action Plan
Library programs are not accessible to persons who are immobile	Install simultaneous live streaming of library programs	Library/Communications	Moved from 2022 Action Plan
Wayfinding in City Hall may be difficult for the visually impaired.	Create plan for office signs with braille	Public Affairs and Communications	Winter 2024
Hearing is difficult at the front counter of City Hall.	Install microphones at the front counter.	Finance Department	Moved from 2022 Action Plan Fall 2023



PART 2—SERVICES, PROGRAMS, COMMUNICATIONS

This section encompasses three main categories in terms of accessibility:

- a. **Services**—Whether in person, by phone, online, or through other means, we will be examining how service is delivered to the disabled and how accessible it is.
- b. **Programs**—Municipalities offer various programs through different departments, and we will be assessing how adaptive they are.
- c. **Communications**—This pertains to how we transmit information to disabled people, how they are portrayed in our communications material, in addition to how their voices are heard in the city. We will establish whether or not our communications channels are accessible, and if the disabled people in our community know the resources available to them and what the municipality is doing to increase access.

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS			
Barrier	Action	Department Responsible	Year to be completed
Children with disabilities could not participate in karate program.	Introduce adapted karate	Recreation	Spring 2023
Children with sensory disorders often have difficulty with sound sensitivity in a public setting, limiting their participation in library activities and their ability to enjoy the space.	Purchase noise cancelling headphones	Library	Summer 2023
We have group homes for special needs residents and we don't know them.	Meet with Miriam Home to ascertain needs.	General Management/ Recreation	Fall 2023
People in wheelchairs could not access pickleball courts.	Add ramp to pickleball courts	Recreation	July 2023
Some people require assistance with mobility while visiting the Library	Purchase wheelchair	Library	Summer 2023
Persons with visual impairments have difficulty listening to audiobooks with multiple CDs	Provide pre-downloaded Kobos to the patron	Library	Moved from 2022 Action Plan, to be implemented in Winter 2023
People with visual impairments may not be able to read material in the lounges (such as magazines)	Purchase magnifying lamps for lounges	Library	Fall 2023
Hearing-Impaired people may have difficulties interacting with staff at the service points	Purchase an assisted listening device for the service points	Library	Fall 2023
Parents of kids with disabilities may not have access to resources	Purchase material on raising children with a disability and ensure there is a section on the website	Library	Fall 2023
People with disabilities may be underrepresented in children's material	Conduct an audit and purchase material that feature characters with disabilities.	Library	September 2023
Some patrons have difficulty carrying library material with the baskets the library provides.	Change hand-held baskets in the library to rolling ones.	Library	Summer 2023

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
Resources for people with disabilities may not be easy to find	Insert an <i>Accessibility Information for people with disabilities</i> tab on website	Public Affairs and Communications	Moved from 2022 Action Plan Winter 2023
Website may not be accessible for the visually impaired.	Check that website meets accessibility standards, especially so that it can be read by a voice reader.	Public Affairs and Communications	Moved from 2022 Action Plan Winter 2023
Recreation guidebook may not be easily read by the visually impaired.	Update layout of Recreation guidebook to follow best practices for screen reader access	Public Affairs and Communications	Moved from 2022 Action Plan Winter 2023



PART 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

This section consists of background changes that make all the difference in terms of inclusion.

These include:

- a. Policies of inclusion**—By amending policies or by-laws, or creating new ones that take accessibility into account, inclusion is automatically increased in a systematic way.
- b. Training**—Staff at large must be trained not only for greater awareness of how better to serve people with a range of disabilities, but also for best practices like Universal Design. Job training for people with disabilities is another aspect that will be explored in the years to come.
- c. Consultation**—This includes conversations with the disabled community in all its diversity and families, but also community organizations and experts in the field.

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION			
Barrier	Action	Department Responsible	Year to be completed
There is a lack of proper housing for neurodiverse people	Put requirements for Universal Design into the Master Plan	General Management/Urban Planning	Fall 2023
City is not aware of employment training needs that would support curriculum at John Grant	Meet with school board to determine what training programs could be set up.	Human Resources	Fall 2023
We may not be reaching potential employees with disabilities.	Expand recruitment sources to employment organizations in order to reach individuals with disabilities.	Human Resources	Moved from 2022 Action Plan Fall 2023
Staff have never had disability sensitivity training.	Find an expert who can provide that training and hold at least one session.	Human Resources	Moved from 2022 Action Plan Fall 2023
Staff sometimes do not know how to properly deal with neurodiverse individuals	Provide training for staff to learn how to welcome and better serve neurodiverse individuals	Human Resources	Moved from 2022 Action Plan Fall 2023
Staff are not necessarily aware of best practices for inclusionary workplaces	Attend a training session on creating inclusionary workplaces	Human Resources	Moved from 2022 Action Plan Fall 2023
New Recreation staff are not at the same level in terms of knowledge of accessibility and inclusion as staff with prior training.	Include in orientation of new employees a module on Accessibility and inclusion standards	Recreation	Summer 2023
Organizations renting space may not consider accessibility in their events.	Add articles in rental contracts about accessible elements	Recreation	Fall 2023
People with disabilities may not be able to participate in many of the stations during large events	Ensure that we have accessible stations for large scale city-run event	Recreation	Summer 2023
Neurodiverse people with sensitivity to sound can't participate in Canada Day event	Replace fireworks in Canada Day celebrations with drones	Recreation	Summer 2023

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

Barrier	Action	Department Responsible	Year to be completed
There has been no way to ensure that all contracts and purchases take accessibility into account.	Revise Contract Management By-law to be in conformity with <i>Decret 655-2021</i> and the <i>Guide pour l'élaboration du plan d'acton annuel à l'égard des personnes handicapées, 2e ed.</i>	General Counsel (Purchasing Department)	Moved from 2022 Action Plan December 2023
There has been no way to ensure that all tenders take accessibility into account.	Ensure that criteria related to accessibility are in all tender documents.	General Counsel (Purchasing Department)	Moved from 2022 Action Plan December 2023
Staff require updating on best practices related to accessible street design.	Training on accessible street design	Engineering	Moved from 2022 Action Plan
The public are not necessarily aware of the range of disabilities or what the realities are for differently abled people.	Create at least two annual displays related to disabilities.	Library	Summer 2023
Residents with disabilities may not receive the same level of service as those without from administrative staff.	Provide training for administrative staff on how to adapt service to people with disabilities	Public Safety	Moved from 2022 Action Plan
Special needs students at John Grant (an alternative secondary school) have few opportunities for job experience	Create job training opportunities at the Library	Library	September 2023
Non-residents who attend John Grant High School and the Adult Education program that follows it have to pay to join the CSL Public Library, creating a barrier to access	Expand free Library membership to John Grant students and Adult Education students	Library	January 2023



Conclusion



This past year, the City of Côte Saint-Luc tried to make up for time lost during the pandemic and was ambitious in creating its 2022 action plan to improve and expand accessibility. While we did not quite achieve all we had aspired to do, we nonetheless completed a large proportion of our action items. For 2023, given the new economic realities and their financial impact on our ability to do projects, we have somewhat scaled back the scope of our next Action Plan, limiting it to what is realistic to accomplish. Our mission remains unchanged, however, and we will continue to move the needle forward to expand accessibility on all fronts.



Adopted on December 11, 2023 by the Municipal Council

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