

source: adaptivespecialties.com



Action Plan for the Integration of Persons with a Disability

Annual Review 2023,
Action Plan 2024,
Annual Review 2024
and Action Plan 2025



Message from the Mayor 3

About the City of Côte Saint-Luc 4

 Portrait of the City 4

Introduction 5

 Legal Framework 5

 Our Mission..... 5

 Working Group 6

Consulting Community Partners 7

Our Buildings and Facilities 8

Our Parks and Playgrounds..... 10

About This Document 12

Annual Review 2023..... 13

Action Plan 2024 18

Annual Review 2024..... 22

Action Plan 2025 24

Conclusion 29



While the City of Côte Saint-Luc consistently implements measures to further the integration of people with disabilities into our community, we know that in order to achieve wide-scale change, integration must be a fundamental principle, a stated goal expressed in our planning and part of our by-laws.

I am proud to state that through our new Planning Program and urban planning by-laws, universal design was made an integral part of the requirements for redevelopment. Any future buildings and public spaces will be constructed according to a higher standard of accessibility. We also modified our Contract Management Policy to ensure that accessibility is always taken into account in our contracts and purchasing. In 2025, accessibility and inclusion will also be part of our upcoming Strategic Plan.

This year our Library and Recreation departments will have many new programs and initiatives that will better serve those members of our community with greater needs. The City of Côte Saint-Luc cares about its residents, and we will always go the extra mile to ensure that all people have the support and opportunity to fully participate in their community and enjoy each and every day.

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 thirty-two 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 has also been 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 is 37,833, up from 35,419 in 2022. 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 Workplace 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 and 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 • Project Manager for the Master Plan • Project Manager for the Strategic Plan • Emergency Coordinator • Age-Friendly City designation
Nadia Di Furia Associate City Manager and HR Director	Associate City Manager and HR Director	<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 • Age-Friendly City designation
Janine West Library Director	Library	<ul style="list-style-type: none"> • Culture and community programs & services • Age-Friendly City designation
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 • First response training centre
Charles Senekal Director of Urban Development	Urban Development	<ul style="list-style-type: none"> • Infrastructure • Urban Planning • Project Management • Transportation • PAD program
Darryl Levine Director of Public Affairs and Communications	Public Affairs and Communications	<ul style="list-style-type: none"> • Communication • Publications • Website • Virtual Meetings • Public consultations
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
Angelo Marino Treasurer and Director of Finance, Director of IT	Finance, 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	Accessible bathrooms (automatic door, stalls, sinks)	Braille markings on signage	Notes
Côte Saint-Luc City Hall	5801 Cavendish Blvd.	2 + base-ment	√	√	√	X	
Eleanor London Côte Saint-Luc Public Library	5851 Cavendish Blvd.	1 + base-ment	√	√	√	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 (base-ment)	5851 Cavendish Blvd.	1	X	X	X	X	Not open to the public
Public Safety Building	8100 Côte Saint-Luc Road	2 + base-ment	X	X	X	X	
Public Works Building	7001 Mackle Road	1	n/a	X	X	X	
Aquatic & Community Centre	5794 Parkhaven	2 + base-ment	√	√	√	√	
Parks & 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

Building / Facility	Address	Number of Floors	Elevator	Automatic Doors	Accesible bathrooms (automatic door, stalls, sinks)	Braille markings on signage	Notes
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	
Trudeau Park Chalet 1	6795 Mackle Road	2	X	√	√	X	
PET 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, base- ball 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	Yes	
Eric Helfield Park	7	Yes	No	No	No	
Nathan Shuster Park	8	Yes	No	No	Yes	Is a protect-ed wetland



About This Document

This document provides the annual review for 2023, the Action Plan for 2024, the annual review for 2024, in addition to the Action Plan 2025.

Highlights from the 2023 annual review include various staff training exercises, changes to our Contract Management By-Law, and several smaller initiatives in the Eleanor London Côte Saint-Luc Public Library, among others.

At the tail end of 2023 and for most of 2024, the largest city-wide project was the update of the Planning Program and related urban planning by-laws, which have Universal Design as one of the key principles for the built environment. As the focus for many departments was on this project for the duration of the year, initiatives for this Action Plan were kept to those that were feasible.

In 2025, the City will be implementing many initiatives in the Recreation Department and the Library, in addition to finishing many projects from earlier years that could not get completed.



City staff participating in a training.

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	Completed
In a large-scale redevelopment, opportunities may be missed to make the entire neighbourhood accessible for all.	Ensure that PPU's for three mall redevelopment sites have Universal Design as a guiding principle.	General Management/ Urban Planning	Moved to Fall 2024
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	Work postponed to January 2025
Hand soap dispensers are too high for people in wheelchairs.	The lowering of the hand soap dispensers	Recreation	Work postponed to Summer 2025
Towel dispensers are too high for people in wheelchairs.	The lowering of the towel dispensers	Recreation	Work postponed to Summer 2025
Swipe entry mechanism flashes and is extremely bright, which can be problematic for people with neurological issues	Install non-flashing mechanism.	Recreation	In progress
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	Moved to Fall 2025
There is no accessible bathroom in the park.	Install an accessible bathroom In Mitchell Brownstein Park	Public Works	Completed
Bathroom in the park was inaccessible.	Install an accessible bathroom in Fletcher Park	Public Works	Moved to Spring 2025
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	Moved to Spring 2025
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 Summer 2025

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Year to be completed
Programs are not accessible to hearing impaired	Install induction loop system in auditorium	Library	Completed
Library programs are not accessible to persons who are immobile	Install simultaneous live streaming of library programs	Library/Communications	Completed
Wayfinding in City Hall may be difficult for the visually impaired.	Create plan for office signs with braille	Public Affairs and Communications	Moved to Winter 2024
Hearing is difficult at the front counter of City Hall.	Install microphones at the front counter.	Finance Department	Moved to Fall 2025



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	Completed
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	Completed
We have group homes for special needs residents and we don't know them.	Meet with Miriam Home to ascertain needs.	General Management/ Recreation	Moved to Summer 2025
People in wheelchairs could not access pickleball courts.	Add ramp to pickleball courts	Recreation	Completed
Some people require assistance with mobility while visiting the Library	Purchase wheelchair	Library	Completed

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
Persons with visual impairments have difficulty listening to audio-books with multiple CDs	Provide pre-downloaded Kobos to the patron	Library	Completed
People with visual impairments may not be able to read material in the lounges (such as magazines)	Purchase magnifying lamps for lounges	Library	Completed
Hearing-Impaired people may have difficulties interacting with staff at the service points	Purchase an assisted listening device for the service points	Library	Completed
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	Completed
People with disabilities may be underrepresented in children's material	Conduct an audit and purchase material that feature characters with disabilities.	Library	Completed
Some patrons have difficulty carrying library material with the baskets the library provides.	Change hand-held baskets in the library to rolling ones.	Library	Completed
Resources for people with disabilities may not be easy to find	Insert an Accessibility Information for people with disabilities tab on website	Public Affairs and Communications	Moved to Summer 2025
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	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	Recreation Guidebook no longer being printed



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	Moved to Fall 2024
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	Moved to Fall 2025
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 to Fall 2025
Staff have never had disability sensitivity training.	Find an expert who can provide that training and hold at least one session.	Human Resources	Moved to Fall 2025
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 to Fall 2025
Staff are not necessarily aware of best practices for inclusionary workplaces	Attend a training session on creating inclusionary workplaces	Human Resources	Moved to Fall 2025
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	Completed
Organizations renting space may not consider accessibility in their events.	Add articles in rental contracts about accessible elements	Recreation	In progress
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	Completed
Neurodiverse people with sensitivity to sound can't participate in Canada Day event	Replace fireworks in Canada Day celebrations with drones	Recreation	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'action annuel à l'égard des personnes handicapées, 2^e ed.</i>	General Counsel (Purchasing Department)	Completed

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 tenders take accessibility into account.	Ensure that criteria related to accessibility are in all tender documents.	General Counsel (Purchasing Department)	Completed
Staff require updating on best practices related to accessible street design.	Training on accessible street design	Engineering	Completed
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	Completed
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	Completed
Special needs students at John Grant (an alternative secondary school) have few opportunities for job experience	Create job training opportunities at the Library	Library	Completed
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	Completed



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
Some new signs at the ACC do not have braille.	Update all the braille on ACC signage	Recreation	Spring 2024
Showers at the ACC are not fully accessible.	Install hand-bars in the ACC showers	Recreation	Summer 2024



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 yoga, music or art programs.	Introduce adapted yoga, music and art programs	Recreation	Spring 2024
People with mobility issues need assistance one-on-one assistance with technology, particularly with downloading ebooks.	Offer in-home tech appointments to residents with mobility issues.	Library	Fall 2024
People with visual impairments or mobility issues may have difficulty manipulating the CDs in audiobooks.	Purchase preloaded audiobooks (Playaway)	Library	Start December 2024
Caregivers caring for family members with dementia have few resources at their disposal to help their loved ones with memory loss.	Create memory kits to the and promote to various local agencies.	Library	Fall 2024
People with mobility issues need assistance one on one assistance with technology, particularly with downloading ebooks.	Offer in-home tech appointments to residents with mobility issues.	Library	Fall 2024
Children with Dyslexia need special resources to help them read.	Purchase dyslexia friendly readers.	Library	Summer 2024



The library's Home Tech Help service provides in-home tech appointments to residents with mobility issues.

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
Teens and adults often need closed study spaces to help with sensory issues.	Purchase two acoustic study pods.	Library	Summer 2024
Language used for library cataloguing may be outdated and potentially offensive to people with disabilities.	Create analysis of subject headings used in the catalogue and change those which use harmful and outdated language to more inclusive and contemporary ones.	Library	Summer 2024
Previous system for first responders (EMS) to flag patients with the loss of autonomy or with disabilities who are in need of daily assistance to the CLSC involved 9 steps through several parties, and the system broke down too often, resulting in no assistance.	Design new flagging system in partnership with the CLSC that cuts out all the “middle-men” and gets the information directly to the them.	Public Safety	Summer 2024



The library purchased and installed two acoustic study pods which are helpful for people with sensory issues.

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	Moved from 2023 Action Plan Fall 2024
In a large-scale redevelopment, opportunities may be missed to make the entire neighbourhood accessible for all.	Ensure that PPU's for three mall redevelopment sites have Universal Design as a guiding principle.	General Management/Urban Planning	Moved from 2023 Action Plan Fall 2024
Once new flagging system for EMS developed, volunteers are not aware of what to do.	Provide training to all EMS volunteers on new flagging system	Public Safety	Fall 2024



Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Year to be completed
Some new signs at the ACC do not have braille.	Update all the braille on ACC signage	Recreation	Completed
Showers at the ACC are not fully accessible.	Install hand-bars in the ACC showers	Recreation	Completed

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
Children with disabilities could not participate in yoga, music or art programs.	Introduce adapted yoga, music and art programs	Recreation	Completed
People with mobility issues need assistance one-on-one assistance with technology, particularly with downloading ebooks.	Offer in-home tech appointments to residents with mobility issues.	Library	Completed
People with visual impairments or mobility issues may have difficulty manipulating the CDs in audiobooks.	Purchase preloaded audiobooks (Playaway)	Library	Completed
Caregivers caring for family members with dementia have few resources at their disposal to help their loved ones with memory loss.	Create memory kits to the and promote to various local agencies.	Library	Completed
People with mobility issues need assistance one on one assistance with technology, particularly with downloading ebooks.	Offer in-home tech appointments to residents with mobility issues.	Library	Completed
Children with Dyslexia need special resources to help them read.	Purchase dyslexia friendly readers.	Library	Completed
Teens and adults often need closed study spaces to help with sensory issues.	Purchase two acoustic study pods.	Library	Completed

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
Language used for library cataloguing may be outdated and potentially offensive to people with disabilities.	Create analysis of subject headings used in the catalogue and change those which use harmful and outdated language to more inclusive and contemporary ones.	Library	Completed
Previous system for first responders (EMS) to flag patients with the loss of autonomy or with disabilities who are in need of daily assistance to the CLSC involved 9 steps through several parties, and the system broke down too often, resulting in no assistance.	Design new flagging system in partnership with the CLSC that cuts out all the “middle-men” and gets the information directly to the them.	Public Safety	Completed

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	Completed
In a large-scale redevelopment, opportunities may be missed to make the entire neighbourhood accessible for all.	Ensure that PPU for three mall redevelopment sites have Universal Design as a guiding principle.	General Management/Urban Planning	Completed
Once new flagging system for EMS developed, volunteers are not aware of what to do.	Provide training to all EMS volunteers on new flagging system	Public Safety	Completed

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE			
Barrier	Action	Department Responsible	Year to be completed
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	Moved from Action Plan 2023 January 2025
It is difficult for people with mobility issues to pass through doorways that have lips.	Add rubberized transition pads to doorway thresholds to ease transition between rooms	Recreation	Fall 2025
Hand soap dispensers are too high for people in wheelchairs.	The lowering of the hand soap dispensers	Recreation	Moved from 2023 Action Plan Summer 2025
Towel dispensers are too high for people in wheelchairs.	The lowering of the towel dispensers	Recreation	Moved from 2023 Action Plan Summer 2025
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	Moved from 2023 Action Plan Summer 2025
Chalet 3 not accessible in Pierre Elliott Trudeau Park	Widen doorway and install new door and renovate bathroom	Public Works	Summer 2025
Bathroom in the park was inaccessible.	Install an accessible bathroom in Fletcher Park	Public Works	Moved from 2023 Action Plan Spring 2025
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	Moved from 2023 Action Plan Summer 2025
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 Summer 2025

Part 1—BUILDINGS, FACILITIES, PUBLIC SPACES, INFRASTRUCTURE

Barrier	Action	Department Responsible	Year to be completed
Wayfinding in City Hall may be difficult for the visually impaired.	Create plan for office signs with braille	Public Affairs and Communications	Winter 2025
Hearing is difficult at the front counter of City Hall.	Install microphones at the front counter.	Finance Department	Moved from 2023 Action Plan Fall 2025

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
People in wheelchairs cannot skate.	Purchase Lugiglace	Recreation	Fall 2025
Water wheelchairs we have need upgrading, and we only have one size.	Purchase PVC Access water chairs of different sizes	Recreation	Summer 2025
People in wheelchairs or with walkers have difficulties recreationally walking on snow	Purchase Wheel Blades	Recreation	Fall 2025
People with walkers have no support to move around in the water.	Purchase Aqua Walker	Recreation	Summer 2025
Many neurodiverse children don't partake in lessons due to sensitivities	Introduce swimming lessons geared to autism, ADHD, and neurodiverse sensitivities	Recreation	Fall 2025
People with learning disabilities need access to easy readers, but with adult-level material.	Conduct an audit of the library's current collection and purchase more short novels.	Library	Spring 2025
Children with sensory disorders often have difficulty with sound sensitivity and visual stimulation in a public setting, limiting their participation in library activities and their ability to study in a public space with their peers.	Provide sensory ("fidget") kits at the youth point of service to help children focus while studying	Library	Winter 2025
Parents and children may not be aware of the many resources the library has for children with disabilities.	Create curated lists of resources for parents and children and make them available on our website.	Library	Winter 2025

Part 2—SERVICES, PROGRAMS, AND COMMUNICATIONS

Barrier	Action	Department Responsible	Year to be completed
New Library 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	Library	Fall 2025
Staff often are unaware of various barriers to accessible library programs and services.	Attend a training session on universal design as it applies to communication, programming, services, and marketing to enhance access and accessibility.	Library	Winter 2025
Library users often do not use the library due to the absence of assisted and accessible reading technologies.	Attend a training session on trends on assisted and accessible reading technologies and make recommendations.	Library	Winter 2025
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 2023 Action Plan Summer 2025
First responder flagging system for people with loss of autonomy was designed but need to be implemented.	Implement first response flagging system.	Public Safety	February/March 2025

source: wheelblades.shop



Wheelblades and Lugiglace are products that allow people with mobility issues to participate in winter sports.



source: ville.ddo.qc.ca

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

Barrier	Action	Department Responsible	Year to be completed
We have group homes for special needs residents and we don't know them.	Meet with Miriam Home to ascertain needs.	General Management	Moved from Action Plan 2023 Summer 2025
The City has not consulted with people with disabilities for several years and may not be in tune with evolving needs.	Hold focus group for people with disabilities and their caregivers for the Strategic Plan	General Management	Summer 2025
General public are possibly unaware of City's mission for accessibility and inclusion as relates to programs, services, communications, and employment.	Ensure that City's upcoming Strategic Plan contains clear statement about the principles of accessibility and inclusion.	General Management	Summer 2025
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	Moved from 2023 Action Plan Fall 2025
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 2023 Action Plan Summer 2025
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 2023 Action Plan Fall 2025
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 2023 Action Plan Fall 2025
Staff are not necessarily aware of best practices for inclusionary workplaces	Attend a training session on creating inclusionary workplaces	Human Resources	Moved from 2023 Action Plan Fall 2025
There is a lack of resources and opportunities for neurodiverse people once they hit 18 years old.	Have staff take training called Hiring and Supporting Neurodiversity in the Workplace	Recreation	Spring 2025
Management staff need to be up-to-date on how to support the growing need for inclusive workplaces.	Have Management staff take workshop called "Inclusive Leadership"	Recreation	Spring 2025
Management staff need to be up-to-date on how to support the growing need for inclusive conversations.	Have Management staff take workshop called Skills for inclusive conversations	Recreation	Spring 2025

Part 3—POLICIES OF INCLUSION, TRAINING, AND CONSULTATION

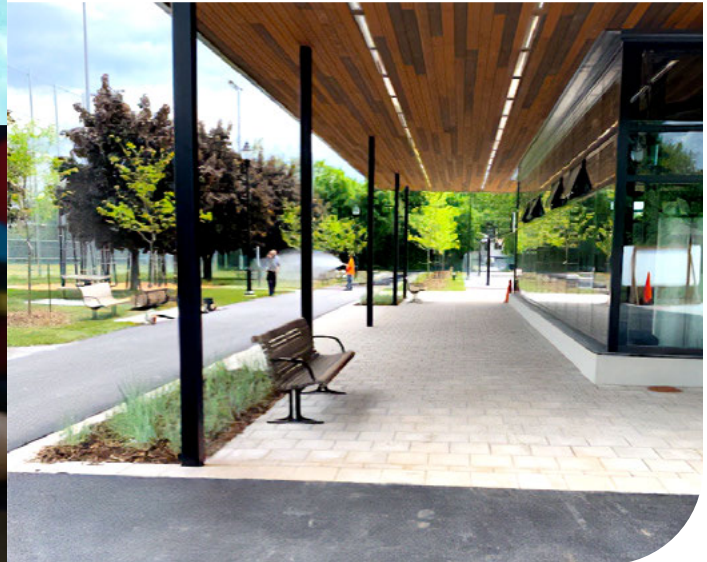
Barrier	Action	Department Responsible	Year to be completed
Expand the department’s knowledge about what is happening in the field related to neurodiversity	Have Management staff take workshop called “Building belonging: Neurodivergent perspectives in Parks and Recreation”	Recreation	Fall 2025
The library’s collection development policy does not formally address the needs of those members who have accessibility issues.	Ensure that the library’s collection development policy is inclusive.	Library	Fall 2025
There is no clear cut procedure for how to properly assist people with special needs in emergency shelters.	Create procedure to ensure that staff or volunteers who assist with emergency shelters know how to properly assist and get resources for people with special needs.	Public Safety	Fall 2025
	Attend webinar on best accessibility communication practices	Public Affairs and Communications	Fall 2025

Conclusion

source: nextdayaccess.com



This multi-year report and action plan demonstrates the City of Côte Saint-Luc's continued commitment to raise the standard of inclusion and accessibility on its territory. We do so through small, hands-on initiatives, purchasing new equipment, enhancing public spaces, making larger changes in policy and by-laws, updating our staff and increasing their awareness of community needs, forging new partnerships, and modifying systems to make them more effective. While we are not always able to complete all our actions in a given year, we nevertheless we aspire to complete them all.



Adopted on February 10, 2025 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.