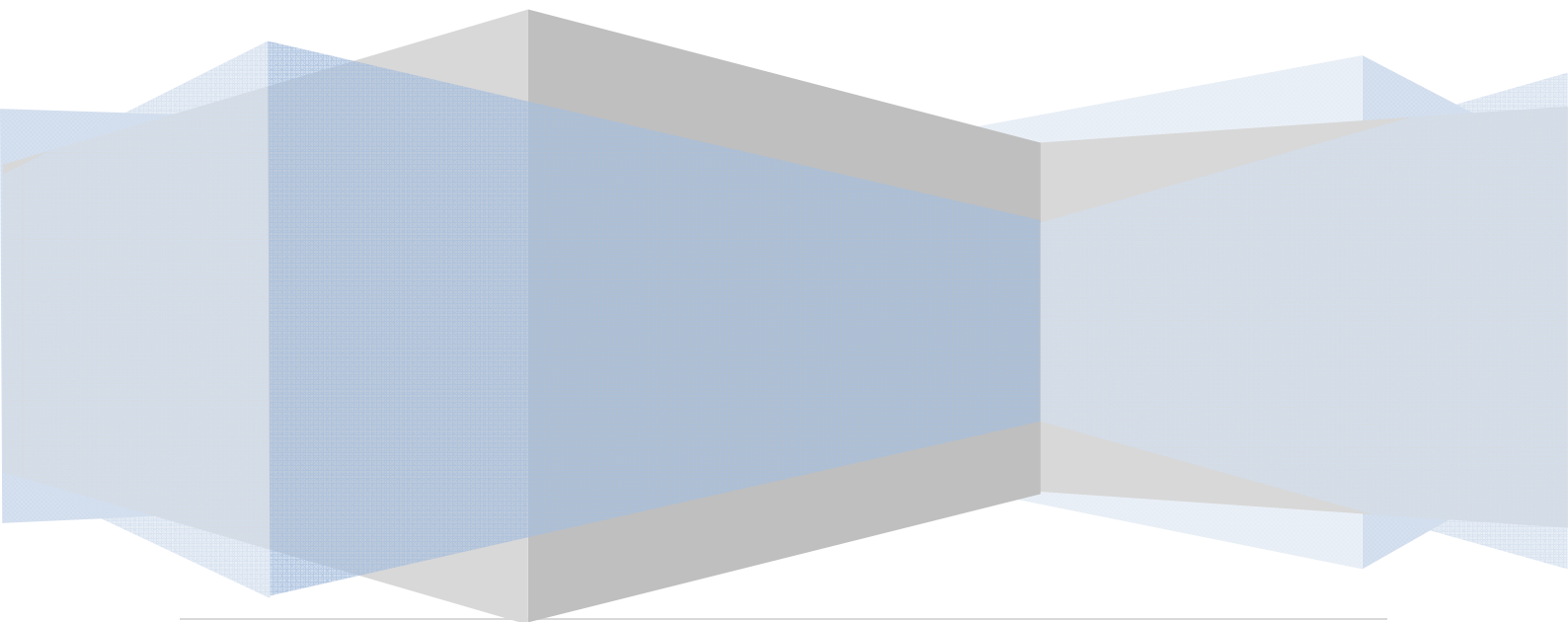


Urban Planning Department

# City of Côte Saint-Luc

## Action Plan for the Disabled

2011



# City of Côte Saint-Luc

## Action Plan for the Disabled

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### Introduction

The City of Côte Saint-Luc has gone to great lengths to provide the best possible form of service to ensure a safe and sustainable environment for its residents. As the third largest municipality on the island of Montreal, the City of Côte Saint-Luc (hereafter referred to as the “City”) has set very high standards on the integrity and safety of its population. The City continues to pursue a leadership role in this area, having been the first on the island to ban smoking in public buildings and to require bicycle helmets. The City also provides exceptional services in the areas of health and safety, including its unique Emergency Medical Services (EMS) founded in 1965 and the Volunteer Citizens on Patrol (vCOP) program launched in 2006.

With any growing city, the importance of community building is an essential part to ensure such reliability, integrity and sustainability. Therefore, the integration and active participation of all its residents is a fundamental aspect to fulfill these expectations.

In 2004-2005 the *Commissions des droits de la personne et des droits de la jeunesse* recognized the discrimination and general lack of amenities for individuals with disabilities as the second largest form of complaint received throughout the island of Montreal. Recognizing this dilemma, the Committee would re-evaluate and modify Law 56 (the *Loi assurant l'exercice des droits des personnes handicapées en vue de leur intégration scolaire, professionnel et sociale*), a law dating back to June 1978. In December 2004, a new law was enacted to enforce Law 56. This new law exercises the rights for all individuals with either a physical and/or mental disability ensuring their academic, professional and social integration.

In concordance with the previous statement, Article 61.1 of Law 56 states that every public organization must create an Action Plan identifying any potential hindrances experienced by persons with disabilities and the measures taken to correct such obstacles. The article specifies that a municipality with at least 50 employees and a population over 15,000 inhabitants as of December 2005 must produce such a plan. Each municipality must therefore assess the current situation and document the necessary corrective measures to be taken within the current and following years. The goal of the

Action Plan is to achieve a level of equilibrium for all residents by reducing any potential obstacles that affect the integration of those with disabilities. With the kind assistance of the *Office des personnes handicapées du Québec* (hereafter referred to as the “Office”), once the plan is completed, City Council shall approve and make public its annual Action Plan.

## **Nomination of Project Manager**

In order to identify all potential obstacles and produce a valid Action Plan according to Article 61.4, an employee of the City shall be nominated by its Council as the Project Manager to oversee the development and implementation of the Action Plan.

The Project Manager for the City of Côte Saint-Luc is:

### **Jeff Davey**

Manager of Urban Planning  
5801 Cavendish Blvd.  
Côte Saint-Luc, Quebec  
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Tel. (514) 485-6800 # 1608  
Fax. (514) 485-8696  
[jdavey@cotesaintluc.org](mailto:jdavey@cotesaintluc.org)

The Project Manager may assign certain tasks to the Project Assistant, and therefore nominates:

### **Lisa Milner**

Manager of Administrative Services, Library  
5801 Cavendish Blvd.  
Côte Saint-Luc, Quebec  
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Tel. (514) 485-6900 # 4206  
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[lmilner@cotesaintluc.org](mailto:lmilner@cotesaintluc.org)

The Project Manager shall be responsible to fulfill all duties concerning with the Action Plan while remaining in contact with:

- Council and senior management of the City in order to identify priorities, establish budgets and report on the progress of each aspect of the Action Plan;
- Staff of the *Office des personnes handicapées du Québec*.

As part of the development of the Action Plan, the Project Manager (with the assistance of other City departments) shall survey all public areas within the City where physical obstacles might hinder the accessibility for those with disabilities. These areas include:

- Municipal buildings;
- Parks and recreational facilities;
- Public streets;
- Public parking lots.

## **Tasks and Obligations**

All municipal infrastructures within the City shall be evaluated for possible physical obstacles for those with disabilities, including:

- Sufficient accessibility by means of properly identified sidewalk ramps at each corner and each entrance;
- Adequate washrooms (at least one per floor) in each municipal building;
- Adequate accessibility and mobility within public buildings by means of ramps and optional automated doors or other access assisting devices.

## Objectives

The City of Côte Saint-Luc has recognized the demand for an Action Plan to better provide for its residents with disabilities. Therefore, in order to correct these potential hindrances, the City is committed to meeting the objectives of Law 56 and to offer the highest level of service to its residents. The City seeks to increase the integration of those with disabilities on a social, academic and professional level within the upcoming years, while concentrating on several categories. In an effort to simplify and streamline the process, charts have been produced to track the goals, objectives and progress specific to the following Municipal departments:

- Communications
- Urban Development
- Human Resources
- Information Technology (IT)
- Library
- Parks and Recreation

## Goals, Objectives and Follow-up Chart by Municipal Department

### COMMUNICATIONS

**Mission Statement:** To ensure and promote public awareness of all information related to accessible programs and services in the City while also ensuring public information is accessible to those with disabilities.

	Obstacle	Objective	Performance indicator	Resources needed or attributed	Department(s) responsible	Projected timeline	Priority level
1. City of Côte Saint-Luc Website	No provision for those with reduced vision	Large text option	n/a	Provide instructions on the website for how visitors can change the font size within their web browser	Communications	2012	High
2. Municipal Building Room/department Identification Signage	Those with reduced vision cannot navigate municipal buildings	Brail markings	2 per year	Phasing in new signs with brail markings incorporated	Communications	Beginning 2012	Medium
3. Programs and Resources	Awareness of handicap accessible programs/facilities	Create greater awareness in the disabled community	n/a	Message in the Courier highlighting accessible municipal programs/services	Communications	2011	Medium

**URBAN DEVELOPMENT (Urban Planning & Engineering)**

**Mission statement: To ensure the physical built environment, present and future, accommodates people with disabilities.**

	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Projected timeline</b>	<b>Priority level</b>
1. Access to and from City sidewalks	Not all sidewalks are wheelchair accessible	Ensure all sidewalk replacements have ramps incorporated when possible	n/a	Engineering to investigate ramp situation in all replacement projects as well as pavement markings delineating ramps and other access points	Engineering	Ongoing	Medium
2. Intersection safety	People with visual disabilities have difficulty crossing the street safely	Installation of sonar crosswalks	1 new installation per year	Incorporate sonar crossing signals starting with busiest intersections in association with the Montreal Association for the Blind (MAB)	Engineering	Starting 2012	Medium/High  Continued on next page ...

Urban Dev't Continued...	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Projected timeline</b>	<b>Priority level</b>
3. Physical barriers for people with disabilities exist in most homes	Standard build homes are not normally equipped for people with disabilities	Educate public on availability of grants from the provincial and federal governments	n/a	Message in the Courier highlighting accessible municipal programs/services	Urban Planning	Ongoing	Medium
4. Future construction	People with disabilities can sometimes be overlooked in the design process of new construction	Ensure basic accommodation is achieved on all future projects (ex: handicapped parking stalls, ramps - space permitting, etc.)	n/a	Urban Planning staff to ensure disabled are accommodated when reviewing all future construction proposals	Urban Planning	Ongoing	Medium

**HUMAN RESOURCES (HR)**

**Mission Statement: Practice equal opportunity employment for all present and future City employees.**

	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Projected timeline</b>	<b>Priority level</b>
1. Accommodation	Job Descriptions may not always accommodate the disabled	All postings should be available in different formats (for people with visual disabilities) and should mention willingness to accommodate if needed	n/a	Verify and modify if needed all job descriptions to accommodate the people with disabilities	Human Resources	2012	Medium
2. Workspace Accommodation and technical aids	Workplace barriers and assistive devices	Ensure that we accommodate the needs of all employees and take adaptation measures	n/a	Review employee workstations as needed to determine if assistance is needed	Human Resources	ongoing	Medium

**INFORMATION TECHNOLOGY (IT)**

**Mission Statement: Ensure all technological aspects of City operations are accessible to employees as well as residents.**

	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Projected timeline</b>	<b>Priority level</b>
1. Ensure accessible office equipment	Existing phones/keyboards are not usable by people with reduced vision	Appropriate phones and keyboards for potential vision impaired employees	1 new keyboard and phone per year for 3 years	Purchase new keyboards and phones for people with disabilities	IT/Purchasing	2012-2015	Medium

**LIBRARY**

**Mission Statement: Ensure a maximum level of library services, activities and resources are accessible to those with disabilities.**

	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Projected timeline</b>	<b>Priority level</b>
1. Install specialized software and key board to aid visually impaired people to use the public computers and access the Internet.	At present, people with visual or learning disabilities cannot easily use the public computers.	Allow people with visual or learning disabilities to use the public computers to access the Internet or use office software	People would reserve and use the computer.	IT department for installation; Library staff time to learn to use the software; publicize the availability of the service	Library	2011	High
2. Install RF system for auditorium making programs more accessible for people with hearing impairments.	People with auditory disabilities have difficulty hearing various programs the library offers.	To allow people with hearing impairments to be able to follow and enjoy programs held in the auditorium and put on by the library	People would make use of the system during programs.		Library	2011	High

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Library continued ...	Obstacle	Objective	Performance indicator	Resources needed or attributed	Department(s) responsible	Projected timeline	Priority level
3. Purchase Large Print materials	People with visual disabilities including the elderly have difficulty reading books printed in regular type	To allow people with visual impairments to enjoy both fiction and non-fiction books	Circulation of the materials	Time of staff who selection, order, catalogue and process materials for the library of the library	Library	Throughout the course of the year	Medium
4. Offer e-books to the public	Some people with physical or visual disabilities may have problems reading regular print materials. They may also have difficulties getting to the library.	To allow for access to popular titles via remote access. To make these titles available for people who have readers which can magnify the print and for people who may not be able to hold a book due to physical limitations.	e-books are now available to the public	n/a	Library	2011	High

**PARKS AND RECREATION**

**Mission Statement: Ensure a maximum level is achieved in making City Parks and recreational activities universally accessible.**

	<b>Obstacle</b>	<b>Objective</b>	<b>Performance indicator</b>	<b>Resources needed or attributed</b>	<b>Department(s) responsible</b>	<b>Timeline estimate</b>	<b>Priority level</b>
1. Ensure City facilities are universally accessible	Not all City facilities and Parks are accessible for those with reduced mobility	Maximize accessible park equipment and ensure recreational buildings are accessible	1 new piece of accessible park equipment each year	Parks and Recreation to coordinate with Purchasing	Parks and Recreation	2012	Medium
2. Have recreational programs available to those with disabilities	Finding universally accessible recreational activities can be difficult	Maximize the number of accessible activities and programs organized by Parks and Recreation	1 new 'accessible' activity or program per year in conjunction with AlterGO	Parks and recreation to research new ways of maximizing the accessibility of their activities and programs	Parks and Recreation	Ongoing	Medium

## Municipal Structures

The following municipal buildings were identified in the plan:

Côte Saint-Luc City Hall	5801 Cavendish Blvd.
Eleanor London Côte Saint-Luc Public Library (including VCOP office)	5851 Cavendish Blvd.
Samuel Moskovitch Arena	6985 Mackle Road
Public Works Department Building	7001 Mackle Road
Parks & Recreation Department Building	7500 Mackle Road
Côte Saint-Luc Swimming Pool	7500 Mackle Road
Côte Saint-Luc Gymnasium (including Legion Hall)	7500 Mackle Road
Côte Saint-Luc Aquatic and Community Centre (completed 2011)	5794 Parkhaven
Emergency Medical Services (EMS) Department Building	8100 Côte Saint-Luc Road
Côte Saint-Luc Tennis Club	8215 Guelph Road
Côte Saint-Luc Senior Social Centre (suite 203)	7101 Côte Saint-Luc Road
Pierre Elliott Trudeau Park Chalet No.1	6975 Mackle Road
Pierre Elliott Trudeau Park Chalet No.2	6975 Mackle Road
Pierre Elliott Trudeau Park Chalet No.3	6975 Mackle Road
Confederation Annex	6975 Mackle Road
Montreal Fire Station No. 78 (including Côte Saint-Luc Dispatch Centre)	6815 Côte Saint-Luc Road
Kirwan Park Chalet	5732 Wentworth Ave.
Allan J. Levine Playground Chalet	8201 Mackle Road
Richard Schwartz Park Chalet	CSL Road / Westluke
Yitzhak Rabin Park Chalet	5720 Westminster Ave.
Irving Singerman Park Chalet	5564 Robinson Ave.
McDowell Park Chalet	5580 Randall Ave.
Mitchell Brownstein Park Chalet	Emerson / Heywood
Rembrandt Park Chalet	5705 Rembrandt Ave
Fyon Park Chalet	5709 Sunrise Ave.

COTE SAINT-LUC CITY HALL	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	stall	Sink & mirror
Atrium (Cavendish side)	YES	YES	NO			
Atrium (Parking side)	YES	YES	NO			
Main door	YES	NO	NO			
Front counter	YES	n/a	NO			
Human Resources	YES	NO	NO			
Finance	YES	NO	NO			
Urban Planning	YES	NO	NO			
Engineering	YES	NO	NO			
Mayor and City Manager Office	YES	NO	NO			
Purchasing	YES	NO	NO			
Legal Affairs & Communications	YES	NO	NO			
Council Chamber	YES	NO	NO			
Committee Room	YES	NO	NO			
Salon	YES	NO	NO			
Harold Greenspoon Auditorium	YES	NO	NO			
Print Shop	NO	NO	NO			
Staff lunchroom	YES	NO	NO			
Men's washroom 1st floor				NO	YES	NO
Women's washroom 1st floor				NO	YES	NO
Men's washroom 2nd floor				NO	YES	NO
Women's washroom 2nd floor				NO	YES	NO
Men's washroom basement				NO	YES	NO
Women's washroom basement				NO	YES	NO

ELEANOR LONDON COTE SAINT-LUC PUBLIC LIBRARY	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Main door	YES	n/a	NO			
Café	YES	NO	NO			
Multipurpose room	YES	NO	NO			
Basement	YES	NO	NO			
Staff lunchroom	YES	NO	NO			
VCOP office	NO	NO	NO			
Men's Washroom				YES	YES	NO
Women's washroom				YES	YES	NO

PUBLIC WORKS DEPARTMENT BUILDING	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Main door	NO	NO	NO			
Staff door	NO	NO	NO			
Foremen office	NO	NO	NO			
Administration office		NO	NO			
Staff lunchroom		NO	NO			
Administration lunchroom		NO	NO			
Men's Washroom				NO	YES	NO
Women's washroom				NO	YES	NO

PARKS & RECREATION COMPLEX, Recreation Building, Outdoor Swimming Pool and Gymnasium	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Office front door (outside)	YES	YES	NO			
Office front door (inside)	YES	YES	NO			
Pool front door (outside)	YES	YES	NO			
Pool front door (inside)	YES	YES	NO			
Gym front door (outside)	YES	NO	NO			
Gym front door (inside)	YES	NO	NO			
Pool gate	YES	NO	NO			
Locker room male				NO	NO	NO
Locker room female				NO	NO	NO
Lifeguard office	YES	NO	NO			
Multipurpose room	YES	NO	NO			
Gym bleachers	NO	n/a	NO			
Conference room	YES	NO	NO			

AQUATIC AND COMMUNITY CENTRE (ACC)	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Main entrance doors	YES	YES	NO			
Locker room male	YES	NO	NO	NO	YES	YES
Locker room female	YES	NO	NO	NO	YES	YES
Recreational pool	YES	NO	NO			
Competition pool	NO	NO	NO			
Legion Office	YES	NO	NO			
Administration office	YES	NO	NO			
Satellite Library	YES	YES	NO			
Basement washrooms				NO	YES	YES
Main floor washrooms				NO	YES	YES
2 <sup>nd</sup> floor washrooms				NO	YES	YES
Remaining 2 <sup>nd</sup> floor rooms	YES	NO	NO			

EMERGENCY MEDICAL SERVICES DEPARTMENT BUILDING	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Front door (outside)	NO	NO	NO			
Front door (inside)	NO	NO	NO			
Training Academy	NO	NO	NO			
Basement	NO	NO	NO			
Washroom 1st floor				NO	NO	NO
Washroom 2nd floor				NO	NO	NO
Washroom basement				NO	NO	NO

SAMUEL MOSCOVITCH ARENA	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Front door (outside)	YES	NO	NO			
Front door (inside)	YES	NO	NO			
Parking lot entrance (north)	YES	NO	NO			
Parking lot entrance (south)	YES	NO	NO			
Arena access (blue line)	YES	NO	NO			
Arena access (red line)	YES	NO	NO			
Arena access (blue line)	YES	NO	NO			
Dressing rooms 1 to 8	YES	NO	NO	NO	NO	NO
Studio	YES	NO	NO			
Men's washroom				NO	NO	NO
Women's washroom				NO	NO	NO

PARK CHALETS	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Tennis Club	YES	NO	NO	NO	NO	NO
Trudeau Chalet 1	YES	NO	NO	NO	NO	NO
Trudeau Chalet 2	YES	n/a	NO	n/a	n/a	n/a
Trudeau Chalet 3	YES	NO	NO	NO	NO	NO
Confederation Annex	YES	n/a	NO	n/a	n/a	n/a
Kirwan Park	NO	NO	NO	NO	NO	NO
Allan J. Levine Playground	NO	NO	NO	NO	NO	NO
Yitzhak Rabin Park	YES	NO	NO	NO	NO	NO
Irvin Singerman Park	YES	NO	NO	NO	NO	NO
Richard Schwartz Park	NO	NO	NO	NO	NO	NO
McDowell Park	NO	NO	NO	NO	NO	NO
Mitchell Brownstein Park	NO	NO	NO	NO	NO	NO
Rembrandt Park	NO	NO	NO	NO	NO	NO
Fyon Park	NO	NO	NO	NO	NO	NO

MISCELLANEOUS BUILDINGS	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Fire Station (outside)	YES	NO	NO			
Fire Station (inside)	YES	NO	NO			
Fire Station (Dispatch Centre)	YES	NO	NO			
Fire Station washroom				NO	YES	YES
Senior's Social Centre	YES	NO	NO			
Senior's Social Centre washroom				NO	NO	NO

ELEVATORS	Braille markings	Voice prompts
City Hall 1st floor	NO	NO
City Hall 2nd floor	NO	NO
City Hall basement	NO	NO
Senior's Social Club 1st floor	YES	YES
Senior's Social Club 2nd floor	YES	YES

## Priorities

The establishment of priorities for corrective measures identified in the Action Plan is based on a number of objective criteria. Budgets will be allocated based on the highest identified priorities, namely:

- Public access needs to each building
- Frequency of use
- Feasibly
- Cost
- Efficiency
- Reasonable timeframe to complete

The City can use its influence on commercial establishments and institutions within its territory to adopt similar disabled-friendly policies and ensure that all buildings are wheelchair accessible. The City can also ensure that suppliers offer disabled-friendly options and installation.

## Priorities 2012

The priorities for 2012 will be focused on follow up of items with a higher priority levels as described in the departmental tables seen earlier in our plan. Medium and low priority items will need to be looked at over longer periods, mostly because of associated costs and/or lack of urgency.

The established priorities for 2012 are:

### **1. Installation of sonar crosswalk signals**

In order to facilitate the crossing of major intersections for the visually impaired, sonar crosswalk signals could be installed at certain key intersections. The following intersections have been identified by the Engineering department, based on requests from the Montreal Association for the Blind (in order of requested priority). The feasibility of such a project is to be evaluated further.

- Westminster and Côte Saint-Luc Road
- Cavendish and Kildare
- Cavendish and City Hall Avenue

### **2. Installation of Braille markings**

The installation of Braille marking plaques will enhance the level of service and accessibility for the visually impaired. These Braille plaques will be installed on each department and office door of the City Hall and Library including each washroom door. This would eventually be expanded to all municipal buildings.

### **3. Modification of existing washrooms in City Hall**

The washrooms in City Hall require some minor modifications, which can be performed by the Public Works department. These include the modification of the sink counters to allow a wheelchair sufficient clearance, the replacement of the faucet taps and ensuring that all washroom amenities (hand towel dispenser, soap dispenser, etc.) are placed at a height that meet the handicap norms and regulations.

#### **4. Addition of mandate to Intercommunity Relations Committee**

The Intercommunity Relations Committee already regroups different community associations within the City, including health-care, religious and educational institutions. Instead of creating a separate committee to evaluate the specific needs of the disabled populations and to gain their input on priorities, this mandate will be added to the existing Intercommunity Relations Committee.

### **Priorities 2013 and beyond**

The medium- and long-term priorities are to render all City buildings accessible to all individuals, to make all programs equally available, to have specialized equipment available and to encourage and foster an open environment where the lines between the disabled and non-disabled disappear.

#### **1. Wheelchair access**

The following municipal buildings have been identified as requiring a wheelchair ramp, automated opening doors (where feasible), washroom modifications and proper signage to ensure that the buildings are entirely accessible. Certain elements can be completed by the Public Works department, while others will involve the use of contractors.

- Public Works Department Building (door and washrooms)
- Samuel Moscovitch Arena (door and washrooms)
- EMS Department Building (ramp, door and washrooms)
- Pierre Elliott Trudeau Park Chalet 1 (door and washrooms)
- Pierre Elliott Trudeau Park Chalet 3 (ramp, door and washrooms)

#### **2. Recreation activities**

Côte Saint-Luc aims to develop outreach, sport and social programs aimed at both the disabled and non-disabled populations. In conjunction with the Parks and Recreation Department and the Eleanor London Côte Saint-Luc Public Library, efforts will be made to ensure that all programming is equally offered and that the necessary equipment is available.

### **3. Online access**

In concordance with the Communications and Public Affairs Department, a section of the City's website shall be added to include information specific to those with disabilities. This section will highlight services and programs available to the disabled population.

### **4. Washroom upgrades**

All public washrooms to include the required amenities, such as an inclined mirror, adapted counter, appropriate faucet taps and all other elements located at the correct height so as to correspond to the Canadian standards.

## **PAD Program**

The City continues to offer the *Programme d'Adaptation de Domicile* (PAD) program, offered by the *Société d'habitation du Québec* (SHQ), which gives home renovation grants to disabled persons in order to adapt their dwelling to their specific needs.

## **Going forward**

This Action Plan is just one of many initiatives of the City of Côte Saint-Luc to better provide for its residents. As the City continues to grow, the never-ending pursuit to sustain the vibrant community relies on the integration and active participation of all of its residents. In doing so, the Action Plan will simultaneously create a more accessible environment and change the barrier mindset between the disabled and non-disabled person alike, thereby creating a more open and equal environment for all residents, regardless of handicap or age.