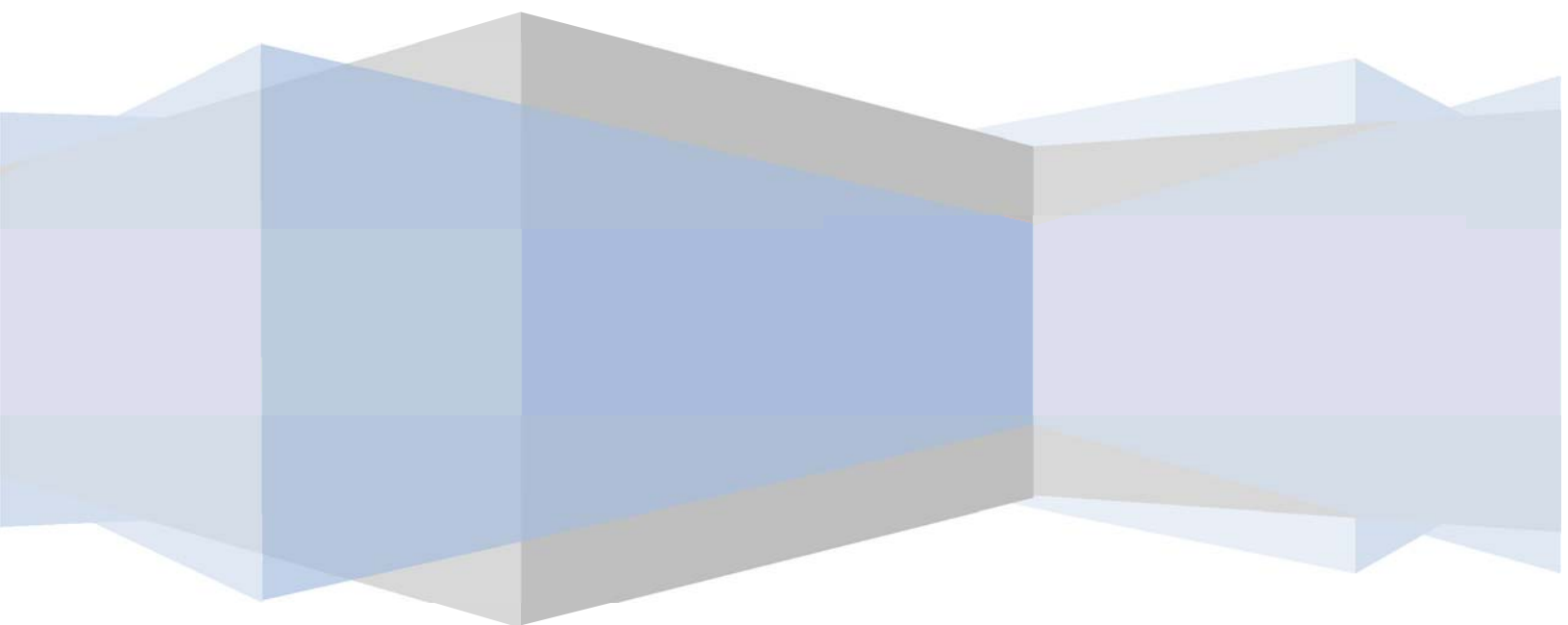


City of Côte Saint-Luc

Action Plan for Disabled

Overview 2014-2015 & Action Plan 2016



The City of Côte Saint-Luc has gone to great lengths to provide the best possible form of service to ensure a safe, sustainable, and adapted physical and social environment to its residents. As the third largest municipality on the island of Montréal, the City of Côte Saint-Luc (hereafter referred to as the “City”) has set high standards on the integrity and safety of its population. The City continues to pursue a leadership role in providing services in the areas of health, safety and recreation: the Emergency Medical Services (EMS) founded in 1965, the Volunteer Citizens on Patrol (vCOP) program launched in 2006, numerous programs offered by the Aquatic and Community Centre (ACC) and the Eleanor London Côte Saint-Luc Library; just to list the main ones. 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.

Challenges

In 2004-2005 the *Commission 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 Montréal. In 2012-2013, 30% of complaints opened by the Commission on discrimination were based on disability or means to palliate a handicap; representing a total of 307 files. Recognizing this dilemma, the Commission re-evaluated and modified Law 56 in December 2014 (*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. This new law was enacted to enforce Law 56. It deals with the rights for all individuals with either a physical and/or mental disability to be integrated on a social, academic and professional level. In concordance with the previous statement, Article 61.1 of Law 56 states: “every government department or public agency employing at least 50 persons shall adopt an action plan that identifies the barriers to integration handicapped persons encounter in the sector of activity of the department or agency and describes the measures taken over the past year and those to be taken in the coming years to reduce barriers to integration in that sector of activity.”

Objectives

The City of Côte Saint-Luc has recognized the demand for an Action Plan to better provide for its residents with disabilities. In order to correct these potential hindrances, the City is committed to meeting the objectives of Law 56 and to offer adapted services to its residents. Specifically, the City seeks to increase the integration of those with disabilities on a physical, social, academic and professional level within the upcoming years.

With the assistance of l'Office des Personnes Handicapées du Québec and umbrella organizations, the project manager and the accessibility committee are working together to reach the City objectives through the implementation of an Action Plan. Once completed, the Plan has to be approved by the City Council before it becomes available to the public.

Tasks and Obligations

To evaluate possible social and physical obstacles within the City, all its municipal infrastructures shall be assessed including:

- Accessibility and mobility within each municipal structure:
 - Universally accessible washrooms (at least one per floor);
 - Adapted signage and access;
- Adapted services for all residents.

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:

- City Manager / Mayor & Council
- Finance
- Communications and Public Affairs
- Parks and Recreation
- Aquatic & Community Centre
- Arena
- Human Resources
- Purchasing / General Counsel
- Urban Development
- Public Works
- Library
- Information Technology (IT)
- Public Safety

Project Manager & Committee Members

To identify potential obstacles and produce an 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.

Project Manager:

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Manager of Urban Planning

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As part of the development of the Action Plan, the Project Manager with the assistance of other committee members 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;
- Other.

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

- City Council to identify priorities, establish budgets and report on the progress of each aspect of the Action Plan;
- *Office des Personnes Handicapées du Québec* staff.

Since 2013, the Project Manager has been trying to establish a committee that will consist of a municipal councillor and one or more assigned representatives of selected Municipal departments (those listed below may delegate to a staff member of their choice). Therefore, the list of accessibility committee members includes:

MUNICIPAL COUNCILLOR

Allan J. Levine

Urban agriculture, Seniors Issues, Royal Canadian Legion Liaison, CSL Tennis Club Liaison, Hockey

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PARKS AND RECREATION

Director of Parks and Recreation

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Manager of Public Works

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URBAN DEVELOPMENT

Marianne Zalzal

Urban Development Coordinator

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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 and Dispatch Centre)	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	5794 Parkhaven
Emergency Medical Services (EMS) Department Building	8100 Côte Saint-Luc Road
Côte Saint-Luc Tennis Club	8215 Guelph 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	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-n/d	n/a	n/a	n/a
Atrium (Parking side)	YES	YES	NO-n/d	n/a	n/a	n/a
Main door	YES	YES-2014	NO-n/d	n/a	n/a	n/a
Front counter	YES	n/a	n/a	n/a	n/a	n/a
Human Resources	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Finance	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Urban Planning	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Engineering	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Mayor and City Manager Office	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Purchasing	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Legal Affairs & Communications	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Council Chamber	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Committee Room	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Salon	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Harold Greenspon Auditorium	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Print Shop	NO	NO-n/d	NO-n/d	n/a	n/a	n/a
Staff lunchroom	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Men's washroom 1st floor	n/a	n/a	n/a	NO-n/d	YES	NO-n/d
Women's washroom 1st floor	n/a	n/a	n/a	NO-n/d	YES	NO-n/d
Men's washroom 2nd floor	n/a	n/a	n/a	NO-n/d	YES	NO-n/d
Women's washroom 2nd floor	n/a	n/a	n/a	NO-n/d	YES	NO-n/d
Men's washroom basement	n/a	n/a	n/a	NO-n/d	YES	NO-n/d
Women's washroom basement	n/a	n/a	n/a	NO-n/d	YES	NO-n/d

Assessment of the Existing

ELEANOR LONDON COTE SAINT-LUC PUBLIC LIBRARY	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Main door	YES	YES-2014	NO-n/d	YES-2015	n/a	n/a
Café	YES	n/d	NO-n/d	n/a	n/a	n/a
Multipurpose room	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Basement	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Staff lunchroom	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
VCOP office	NO	NO-n/d	NO-n/d	n/a	n/a	n/a
Men's Washroom	n/a	n/a	n/a	YES	YES	YES-2015
Women's washroom	n/a	n/a	n/a	YES	YES	YES-2015

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

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-n/d	n/a	n/a	n/a
Office front door (inside)	YES	YES	NO-n/d	n/a	n/a	n/a
Pool front door (outside)	YES	YES	NO-n/d	n/a	n/a	n/a
Pool front door (inside)	YES	YES	NO-n/d	n/a	n/a	n/a
Gym front door (outside)	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Gym front door (inside)	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Pool gate	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Locker room male	n/a	n/a	n/a	NO-n/d	NO-n/d	NO-n/d
Locker room female	n/a	n/a	n/a	NO-n/d	NO-n/d	NO-n/d
Lifeguard office	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Multipurpose room	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Gym bleachers	NO-n/d	n/a	NO-n/d	n/a	n/a	n/a
Conference room	YES	NO-n/d	NO-n/d	n/a	n/a	n/a

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-n/d	n/a	n/a	n/a
Locker room male	YES	NO-n/d	NO-n/d	NO-n/d	YES	YES
Locker room female	YES	NO-n/d	NO-n/d	NO-n/d	YES	YES
Recreational pool	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Competition pool	NO-n/d	NO-n/d	NO-n/d	n/a	n/a	n/a
Legion Office	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Administration office	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Library Lounge	YES	YES	NO-n/d	n/a	n/a	n/a
Basement washrooms	n/a	n/a	n/a	NO-n/d	YES	YES
Main floor washrooms	n/a	n/a	n/a	NO-n/d	YES	YES
2 nd floor washrooms	n/a	n/a	n/a	NO-n/d	YES	YES
Remaining 2 nd floor rooms	YES	NO-n/d	NO-n/d	n/a	n/a	n/a

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

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

PARK CHALETS	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Tennis Club	YES	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Trudeau Chalet 1	YES	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Trudeau Chalet 2	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Trudeau Chalet 3	YES	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Confederation Annex	YES	n/a	NO-n/d	n/a	n/a	n/a
Kirwan Park	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Allan J. Levine Playground	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Yitzhak Rabin Park	YES	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Irving Singerman Park	YES	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Richard Schwartz Park	YES-2014	n/a	n/a	n/a	n/a	n/a
McDowell Park	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Mitchell Brownstein Park	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Rembrandt Park	NO-2016	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Fyon Park	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d	NO-n/d
Nathan-Shuster Park	YES-2014	n/a	n/a	n/a	n/a	n/a
Donald Fletcher	YES-2014	n/a	n/a	n/a	n/a	n/a

MISCELLANEOUS BUILDINGS	BUILDING ACCESS			WASHROOMS		
	Wheelchair accessible	Automated door	Braille markings	Automated Door	Stall	Sink & mirror
Fire Station (outside)	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Fire Station (inside)	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Fire Station (Dispatch Centre)	YES	NO-n/d	NO-n/d	n/a	n/a	n/a
Fire Station washroom	n/a	n/a	n/a	NO-n/d	YES	YES

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

Overview 2014-2015

COMMUNICATIONS AND PUBLIC AFFAIRS

Mission Statement: *Ensure and promote public awareness of all information related to accessible programs and services in the City*

Areas of activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Municipal Structures: Identification Signage	Those with vision deficiency cannot navigate municipal structures	Ensure color contrast signage with appropriate font size brail marking	Uniform signage for all Municipal Structures on which brail would be included	Project presented to the committee, but was not included in 2014-2015 budget	The objective was not reached due to financial reasons	n/d
Publications	Those with visual deficiency cannot read the content of all publications	Design publications with images, appropriate font style and size, and color contrast	Accessible Municipal publications (refer to images 1 to 4)	Just to list a few: minor exemption, zoning amendment, public consultation meeting, pamphlet, billboard, signage, and other.	Since 2012	Ongoing
Programs and Resources	Awareness of handicap accessible programs and facilities	Create greater awareness within the community	Message in the <i>Courier</i> and in the <i>Program of Activities and Services</i> : magazine which highlights accessible	New programs and existing resources are reinforced every year to better suit the needs of people with disabilities	Every year	Ongoing

			Municipal programs and services			
Action Plan Committee	In order to produce the annual Action Plan for disabled, the creation of a committee is encouraged	Encourage the establishment of a Committee	Private invitation to all directors of City departments who will assign a delegate	A Committee shall discuss potential social and physical access within Municipal structures	Got more people involved in 2014	Projected for 2016
Applications Options	Not everyone can come in person to formulate a complaint or fill up an application form	Give various options to residents	Forms on the City's website and complaints made on SeeClickFix app (refer to image 6), in person, by email or by phone	Majority of residents - disabled or not - prefer using the technology to fill up forms	Updated every year	Ongoing

Notices	Those with visual deficiency cannot read notices sent by email or mail.	Find another way to make notices accessible to all	More accessible municipal notices through CSL Alert: text messages sent and phone calls system (refer to image 4)	Coordination between Information Technology, Communications and Public Affairs, and the other departments	Since 2015	Ongoing
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Image 1_ CSL Farmer's Market Pamphlet



Image 2-5_ CSL Farmer's Market Signs



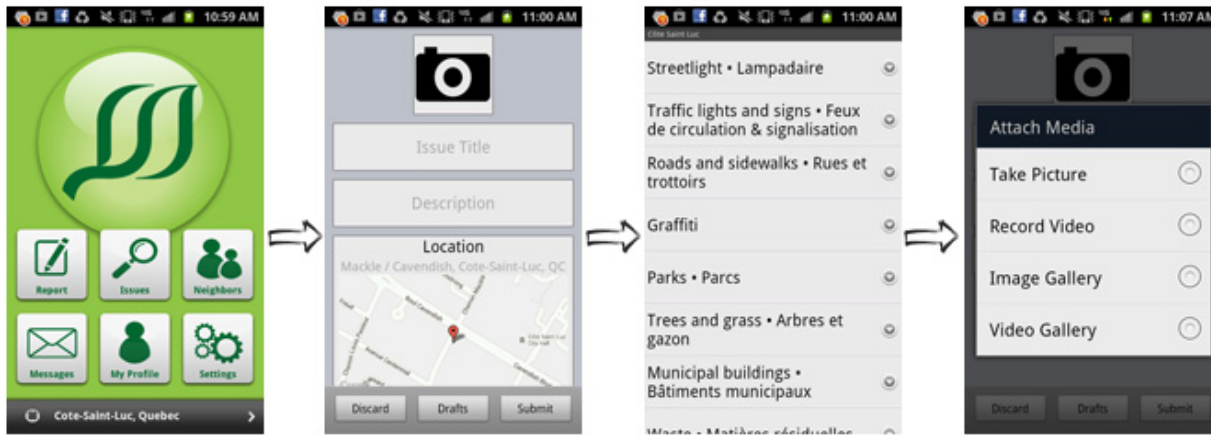


Image 6_Application SeeClickFix

PARKS AND RECREATION

Mission Statement: *Ensure City Parks and recreational activities are universally accessible*

Sector of Activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Universally accessible City facilities	Not all City facilities and Parks are accessible for those with reduced mobility	Make park equipment and recreational buildings accessible to all	Coordination between Parks & Recreation and Purchasing departments	New accessible park equipment each year: Renovation of <i>Richard Schwartz</i> and <i>Nathan Shuster</i> parks in 2014 by making them wheelchair accessible (refer to	Previous project was in 2012	New equipment to come in 2016

				section: Highlights 2014-2015)		
Recreational activities and programs available to those with disabilities	Developing recreational activities for handicap people can be challenging	Offer accessible activities and programs	New activities and programs that respond to disabled individuals	New 'accessible' activities and programs in conjunction with <i>AlterGO</i>	Every year	Ongoing
Community gardening	Not all community gardens are universally accessible	Ensure accessible gardening facilities and programs	Alternative gardening techniques and facilities	<i>Richard Schwartz</i> park has installed a community garden on raised beds that are wheelchair accessible	Completed summer 2014	Projected to build more community gardens in the years to come

HUMAN RESOURCES

Mission Statement: *Equal opportunity employment for existing and future City employees*

Sector of Activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Job opportunities	Job descriptions are not always open to disabled individuals	Ensure job postings are accessible and open to everyone	Coordination between Human Resources and Communications	Job descriptions that accommodate people with disabilities	Every year	Ongoing

Opportunities for disabled individuals	The City does not necessarily receive work applications from disabled individuals	Sub-contract companies that hire disabled individuals	Coordination between Human Resources and City Manager	The City sub-contracted cleaning of Municipal buildings to the lowest bidder; which is a company hiring people with disabilities.	Achieved in 2015	Ongoing
Workspace accommodation and technical aids	Workplace barriers	Accommodate employees' workspace and provide assistive devices when required	Workstation adapted when assistance is needed	Keyboards, phones, chairs, work desk, and other	None since 2006	Variable: Depending on the needs
General Training	Those working with the general public (customer service job related) may not have the training to assist residents with disabilities	Promote staff awareness	Circulate information given by <i>l'Office des Personnes Handicapées du Québec</i> about snow removal on all City access ramps	All departments have received the brochure	Achieved in 2015	Ongoing

URBAN DEVELOPMENT

Mission statement: *Ensure adequate access to existing and planned project in the City*

Sector of Activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Access to and from City sidewalks	Not all sidewalks have access ramps	Incorporate access ramp wherever is needed	Delineate ramp and other access points	Depending on projects proposed and City budget	Every year	Ongoing
Intersection safety	Visually impaired have difficulty crossing safely at intersections	Install sonar crosswalk device as part of traffic light	In conjunction with <i>Montréal Association for the Blind (MAB)</i> , incorporate sonar crossing signals by prioritizing busiest intersections	Ultimate goal is to install one per year, but financial resources are limited	One was installed in 2014: Corner of Cavendish Boulevard and The Avenue Street, two were installed in 2015: Corner CSL Road and Westminster	Ongoing

Physical barriers in private residences	Standard built homes are not equipped for people with disabilities	Inform the public on availability of grants from <i>Société d'habitation du Québec</i> ("SHQ") through the <i>Programme d'Adaptation de Domicile</i> (PAD)	Financial aid with home renovation: indoor and outdoor wheelchair ramps, washroom adaptations, and automated doors with opening devices	Message in the <i>Courier</i> highlighting the programs and services available for home renovation for disabled adaptation	Renovation files were processed in 2014	Ongoing
Projected constructions	People with disabilities are not necessarily overlooked in the design process of new construction	Ensure that all (public) construction proposals are universally accessible	Universal access in projected projects	Ideally beyond the minimum requirements given in the National (Quebec) Building Code in force	Every year	Ongoing
Entrance doors City Hall/Library	Applying the requirements in renovation projects	Ensure universal access to municipal buildings	Entrance doors that follow the minimum requirements	Install entrance doors as required by the National (Quebec) Building Code 2005	Completed in 2014	n/a
Signage	There are no parking on the street reserved for physically impaired	Ensure reserved parking for handicap people all over the territory	Signage for reserve parking	Install the appropriate signage for street parking	One installed in 2015 on Louis Pasteur (refer to image 7)	Ongoing



Image 7_Signage Reserve Parking

LIBRARY

Mission Statement: *Ensure library services, activities and resources are accessible to those with disabilities*

Sector of Activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Audiobooks and digital documents	People with physical or visual disabilities may have problems reading regular print materials as	Allow access to popular titles via remote or in person	Broadening audiobooks and digital collections	The Library has 1,694 e-books and 879 audiobooks for a total of 2,573. In 2014, over 240	Breakdown: 144 e-books in 2010, 485 in 2011, 525 in 2012, 332 in 2013,	Ongoing: More to come

	well as getting to the library			e-books were added to the collection, 85 audiobooks, 21 e-magazines and a full database of digital documents	and 400 in 2014 were added to the existing collection	
Large Print materials	People with visual disabilities including elderly have difficulty reading regular print books	Allow visually impaired to have access to all reading materials	Library staff order and process books that must include large print materials	The Library counts 4748 large print titles in 2015	Breakdown: 215 in 2010, 253 in 2011, 257 in 2012, 285 in 2013, and 219 in 2014 were added to the existing collection	Ongoing: More to come
RF system	People with auditory disabilities have limited access to program and activities offered by the library	Allow people with hearing impairments to participate in programs and activities	Coordination between Library and Information Technology departments	People would make use of the system during programs	Installed in 2014	n/a
Staff Training	Those at the library may not have the training to assist residents with disabilities	Promote staff awareness	Two staff members participated in 2012 to an online Webinar to learn how to serve people with disabilities.	New techniques acquired during these training sessions were incorporated in the Library staff training	Whenever a new employee is hired	Ongoing

			A group of employees also attended a training session given by the CSSS René Cassin about issues that affect the elderly and how to help them.			
Library equipment	Visually impaired require an adapted computer and software	Install an adapted computer that can respond to disabled needs	Coordination between Library, Purchasing, and Information Technology departments	People would make use of the computer during opening hours	Installed in 2010	Variable: Depending on the needs
Washrooms in Library	The Library washrooms are not adapted for people with disabilities	Make the Library accessible to all individuals	The washrooms require renovations including the sink counters and the replacement of the faucet taps. Ensure that all washroom	The Washrooms in the Library will be accessible to all individuals	Renovated in 2015	n/a

			amenities (hand towel dispenser, etc.) are placed at an accessible height.			
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INFORMATION TECHNOLOGY

Mission Statement: Ensure City's technological resources are accessible to employees as well as residents

Sector of Activity	Obstacles	Objectives	Measures	Performance Indicator	Results Achieved or State of Measure's Realization	Follow-Up
Office equipment	Existing phones/keyboards are not usable by people with reduced vision	Install appropriate phones and keyboards	Install adapted keyboards and phones for disabled employees	Employees would make use of the equipment during working hours	None were installed since 2006	Variable: Depending on the needs

Action Plan 2016

Projects	Barriers	Objectives	Measures and resources required	Responsible	Timeline	Performance Indicator
1. City Hall/Library Parking	Not enough accessibility (physical impaired and parents with toddlers) parking spaces	Make the City Hall and Library accessible to all individuals	When redesigning the parking, more accessible parking spaces must be planned	Urban Planning and Engineering Departments: Jeff Davey, Manager of Urban Planning, and Marianne Zalzal, Urban Development Coordinator	Projected 2017	n/a
2. Universally accessible Parks: Pierre Elliot Trudeau Park	Not all parks are universally accessible	Make public spaces accessible to all individuals	When redesigning the parks, make them universally accessible: access ramp, walkway, one level	Urban Planning and Engineering Departments: Jeff Davey, Manager of Urban Planning, and Marianne Zalzal, Urban Development Coordinator	Projected 2016	n/a
3. Blue collars Training	Snow removal on access ramps is not always a priority	Promote staff awareness	Circulate information given by <i>l'Office des Personnes Handicapées du Québec</i> about snow removal on all City access ramps	Public Works Department: John Monteiro, Manager of Public Works	Projected 2016	n/a

4. Creation of Accessibility Committee	In order to produce the annual Action Plan for disabled, the creation of a committee is encouraged	Encourage the creation of a Committee	Private invitation to all City departments directors	A Committee would ensure the development and implementation of the Action Plan	Projected 2016	n/a
5. Upgrade Côte-Saint-Luc Website : Font Size	Those with visual deficiency cannot read the content available on the website	Make the font size larger and intensify the color contrast	Make the website more accessible to people with visual deficiency by making the font available in different sizes and making color contrast more important	Information Technology, Communications and Public Affairs: Darryl Levine, Director of Public Affairs, Communications, and Information Technology	Projected 2016	n/a
6. Upgrade Côte-Saint-Luc Website : Add a Tab	Those with disabilities do not have access to all information available for their needs	Create a new tab on the City of Côte Saint-Luc website with all information pertaining people with disabilities and services/programs available	Making information pertaining people with disabilities more accessible	Information Technology, Communications and Public Affairs: Darryl Levine, Director of Public Affairs, Communications, and Information Technology	Projected 2016	n/a

Conclusion

Highlights 2014-2015

1. Sonar Crosswalk Signals

Sonar crosswalk signals can be installed at major intersections to facilitate the crossing for visually impaired. Based on requests from *Montréal Association for the Blind (MAB)*, the following intersection has been identified by the Engineering department: Cavendish and The Avenue

2. New City sidewalk ramps

Every year, as part of our sidewalk contract, the City ensures as many new wheelchair ramps are installed as possible in City sidewalks. This is an ongoing initiative, but our Engineering department focuses each year on installing as many as possible where they can be useful, especially near multifamily buildings and areas of high concentration of elderly population.

3. Redesign of Parks

Make parks universally accessible. Among the upcoming projects, two were prioritized:

- Richard Schwartz Park (refer to image below)
- Nathan Shuster Park (refer to image below)



Richard Schwartz Park



Raised-beds

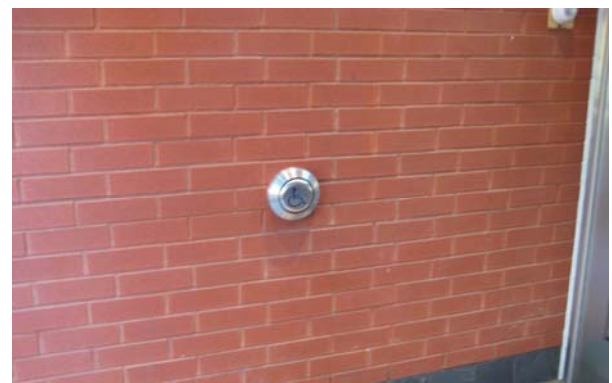
3. Wheelchair access

Few 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:

- Four new automated opening doors – entrance to the Library and City Hall - were installed (refer to image below)



View of City Hall/Library automated opening doors



Push-Button

Priorities 2016

Priorities for 2016 will be focused on follow up of items with a higher priority levels. The medium- and long-term priorities are to render all City buildings and facilities 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.

We are also communicating with all private senior's homes in CSL to advise and encourage them to apply to a new Provincial grant program for private senior's homes in CSL to install sprinklers in their homes (if they do not have sprinklers already). This is an excellent initiative by the Quebec government and we will do our best to facilitate the program among our qualified private senior's homes in the coming years.

Going forward in 2017

This Action Plan is just one of many initiatives of the City of Côte Saint-Luc to better provide 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.