



City of Dollard-des-Ormeaux



*Accessibility Action Plan 2019
With Overview of 2017 and 2018*

Table of Contents

A WORD FROM THE MAYOR	3
SECTION 1 INTRODUCTION	4
SECTION 2 PORTRAIT OF THE CITY AND ITS SECTORS OF ACTIVITY	5
Statistics of incapacitation	5
Civic Centre.....	6
Community Centre extension.....	6
Sports and cultural activities, and day camps.....	6
Events	6
Roads	6
Chalets.....	6
Library.....	6
Aquatic Centre.....	6
Programs to help residents with reduced autonomy	7
Buildings and regulations	7
Portrait of Activities – Physical Aspects.....	8
Portrait of activities – Social Aspects.....	10
SECTION 3 YOUR CITY, YOUR LIVING ENVIRONMENT – VISION AND OBJECTIVES OF THE CITY	12
SECTION 4 CONTACTS.....	13
New Accessibility Committee	13
Accessibility Working Group	13
SECTION 5 OVERVIEW OF 2017	14
SECTION 6 OVERVIEW OF 2018	16
SECTION 7 2019 ACTION PLAN	20
SECTION 8 DIRECTORY OF SOME COMMUNITY SERVICES DEDICATED TO THE WELL-BEING OF HANDICAPPED PERSONS; SOME SERVICES OR ACTIVITIES CAN INVOLVE EXPENSES.....	23
General	23
Intellectual disability	23
Physical disability.....	24
Visual disability	25

A WORD FROM THE MAYOR



Greetings,

The vision of the City of Dollard-des-Ormeaux is to be an inclusive city where all members of the community can fully participate in daily urban life. It is important for me and the counsellors to create an equitable and accessible city for all. As such, I am proud to present our Accessibility Action Plan for 2019.

Several months of discussion, reflection and work were devoted to the development of this Accessibility Action Plan. The guiding principles used by the City to achieve this vision are part of it and will allow you to see the many accessibility opportunities that our City offers you, which are either already in place or will be in place in the coming months.

I would like to thank all the professionals and residents on the Accessibility Committee for their efforts and analysis of the needs of our City.

I invite the community to give me their comments.

A stylized, handwritten signature in blue ink, consisting of several overlapping loops and a long horizontal stroke at the end.

Alex Bottausci
Mayor

SECTION 1 INTRODUCTION

The 2019 edition of our Accessibility Action Plan, adopted on May 14, 2019 by Resolution 19 0515, was prepared as part of the *Loi assurant l'exercice des droits des personnes handicapées en vue de leur intégration scolaire, professionnelle et sociale* (L.R.Q., c. E- 20.1), with the objective of integrating all citizens to the social, professional and sports life of Dollard-des-Ormeaux.

In the present edition, we include an overview of 2017 and 2018.

We invite you especially this year to participate to our inclusive events and to consult our Recreation Guide that describes accessible activities. Many disabled athletes are training in Dollard-des-Ormeaux.

The City of Dollard-des-Ormeaux was pleased to invite Ms. Sara Jane Daigle, a Special Olympics swimming athlete and resident of Dollard-des-Ormeaux, to sign the City's Golden Book. Resident of Dollard-des-Ormeaux for twenty-one years, she won a gold medal and two silver medals in 2005, and also participated in the Summer World Games in March 2019 at Abu Dhabi, winning three gold medals.

We would like to thank Mr. Rob Taussig, photographer, who allowed the City to use the following picture, illustrating an article by Mr. Mark Lidbetter in *The Suburban* on February 7, 2018 describing a demonstration of sledge hockey in our arena.

This picture is a good example of handicapped persons achieve fulfilment through a sporting activity and could motivate many residents.



SECTION 2 PORTRAIT OF THE CITY AND ITS SECTORS OF ACTIVITY

Statistics of incapacitation

The territory of the city of Dollard-des-Ormeaux is mainly residential, with 50,700 residents on a surface of 15.1 square kilometers.

The following tables, published in 2018, are an estimate of the city's population with one or more disabilities. One person could present more than one disability.

1. Estimate of the number of persons aged 15 + with disabilities, by type of disability and age

	15 to 34 years old	35 to 64 years old	65 +
Vision	40	285	335
Audition	45	260	460
Mobility	115	970	1 160
Flexibility	115	1 010	1 030
Dexterity	55	460	340
Pain	245	1 365	1 145
Learning	180	320	175
Development	-	-	-
Psychological	205	570	205
Memory	70	200	240
Undetermined	30	30	25

2. Estimate of the number of children aged under 15, with disabilities, by type and gender

	Girls	Boys	Total
Vision	10	10	20
Audition	10	15	25
Mobility	5	10	15
Speech	20	50	70
Dexterity	10	30	40
Learning	30	80	110
Intellectual and developmental (5 to 14 years old), or developmental delay (under 5 years old)	25	65	90
Psychological	15	40	55
Chronic health condition	55	105	160
Undetermined			10

We are trying to eliminate the obstacles disabled persons face every day, to enable them to enjoy a life of quality, that is secure and satisfying.

The City has already implemented some practices and improvements:

Civic Centre – More than 30,000 persons visit every week the various parts of the Civic Centre:

- Two interior pool basins
- Three arenas
- Cultural Centre
- Community Centre
- *Galerie de la Ville*, The Centre for the Arts and the Seniors Club
- Library
- City Hall

Automatic doors are installed at all major entrances of the Civic Centre and the Library.

Public can use the four elevators of the Civic Centre.

Community Centre extension – The extension of the Community Centre was completed within contemporary standards and an accessibility approach. A ramp was added to access the side door of the Centre, near the elevator, improving accessibility.

Sports and cultural activities, and day camps – In our annual Recreation Guide, all accessible activities are identified with a logo. Day camps have included handicapped children that require a shadow.

Events – All City events are accessible. You can access the list of City events in the Recreation Guide or on our website.

Roads – Most of our sidewalks now have a lower access. The City installed signs in certain sectors for drivers to assure more vigilance as vision disabled persons live nearby.

Chalets – The ramp to access the chalets will be renovated as the chalets will be renovated as part of our Chalet Renovation Plan.

Library – Talking books and large characters documents are available to the public. A low vision video magnifier helps vision impaired consult publications.

The Library also offers Zinio, to allow downloading of popular magazines from home. The *Iguana* application allows website visitors to adjust the characters.

Starting fall 2019, renovations will make the Library more functional and user friendly.

Aquatic Centre – Access ramps to all the basins, and a lift in the large basin help disabled persons enjoy the pools. Through various programs, residents can benefit from the following activities:

- Aqua-Arthritis
- Special Olympics Program
- Aqua fitness for multiple sclerosis patients
- Private adapted courses for physically or mentally disabled children or adults
- Training and games for the intellectually handicapped.

Programs to help residents with reduced autonomy – Historically, the City has joined in the program offered by the *Société d'habitation du Québec (SHQ)* to help certain residents through renovation grants that enable them to remain in their home longer.

The City participates to the PAD program for adapting homes for disabled persons in need of accessibility works. The subsidised renovations help reduce obstacles to enter the dwelling, to move around, to use basic installations (baths, etc.), to use essential therapeutic apparel, to secure residents and to help them remain at home longer, even with a disability.

Buildings and regulations – As part of the delegation of authority of the *Régie du bâtiment*, the plans relevant to the *Code de construction du Québec* are studied very carefully and an application of the accessibility rules is applied.

An informative and educational approach is prioritized while communicating with different stakeholders to prepare and accomplish a project. The Urban Planning Department encourages the installations to be brought up to code during minor renovations.

Portrait of Activities – Physical Aspects

SECTOR OF ACTIVITY	BUILDINGS AND COMPONENTS	EQUIPMENT	TERRITORY AND PLANNING	COMMUNICATIONS
Public Works and Buildings	<ul style="list-style-type: none"> Offices and garage at Public Works 2nd floor – access to the public – employees' room Parking for City vehicles Mechanical workshop for maintenance of vehicles Sports facilities, municipal buildings 	<ul style="list-style-type: none"> Heavy vehicles Vehicles, pick-ups and automobiles Office equipment 	<ul style="list-style-type: none"> Streets and sidewalks Public water system Sewer system Parks and play areas Parks and sport fields Snow dump 	<ul style="list-style-type: none"> Website Reception desk
Municipal Patrol	<ul style="list-style-type: none"> Office Parking Public access 	<ul style="list-style-type: none"> Vehicles and vans Dispatcher 		<ul style="list-style-type: none"> Website Dispatcher Reception office
Sports, Recreation and Culture	<ul style="list-style-type: none"> Civic Centre Elevators Reception office Traffic area Work area Washrooms Rest area Parks 	<ul style="list-style-type: none"> Televisions, D.V.D. Mobile sound system Office equipment Sports equipment, arenas, pools and gym Books 	<ul style="list-style-type: none"> Two indoor pools Five outdoor pools Cultural Centre Community Centre Library Three arenas 	<ul style="list-style-type: none"> Recreation Guide Accessibility Action Plan Le Journal Website

	<ul style="list-style-type: none"> ▪ Sports facilities 	<ul style="list-style-type: none"> ▪ Computers for the public ▪ Cultural equipment 	<ul style="list-style-type: none"> ▪ 24 outdoor rinks ▪ <i>Galerie de la Ville</i> 	<ul style="list-style-type: none"> ▪ Three electronic boards ▪ Reception counter ▪ Calendar of summer activities ▪ Signs
City Clerk and Legal Affairs	<ul style="list-style-type: none"> ▪ Parking ▪ Access to City Hall ▪ Elevator ▪ Waiting area ▪ Reception counter ▪ Washrooms 	<ul style="list-style-type: none"> ▪ Furniture ▪ Office equipment ▪ Phones ▪ Photocopier 		<ul style="list-style-type: none"> ▪ Signs ▪ Documents ▪ Signage
Administration, Communications	<ul style="list-style-type: none"> ▪ Council room ▪ Meeting room ▪ Waiting area ▪ Management offices (Mayor and City Manager) ▪ Photocopier room 	<ul style="list-style-type: none"> ▪ Furniture ▪ Office equipment ▪ Phones ▪ Photocopier 		<ul style="list-style-type: none"> ▪ Website ▪ Le Journal ▪ Signs ▪ Electronic boards ▪ Documents
Urban Planning	<ul style="list-style-type: none"> ▪ Office space including ten work stations and an Archives room ▪ Two meeting rooms ▪ Reception counter 	<ul style="list-style-type: none"> ▪ Furniture ▪ Office equipment and phones ▪ Technical survey equipment ▪ Digital cameras ▪ Inspection vehicles ▪ <i>Code de construction du Québec 2005</i> ▪ Urbanism by-laws and Municipal by-laws and Home assistance programs (PAD, PYRT) 	<ul style="list-style-type: none"> ▪ Buildings and streets 	<ul style="list-style-type: none"> ▪ Reception counter ▪ Website ▪ Le Journal ▪ Local newspapers ▪ Technical information forms

Portrait of activities – Social Aspects

ACTIVITY SECTOR	BY-LAWS, POLITICS, NORMS AND REGULATIONS	PROGRAMS OR SERVICES OFFERED	STAFF, CLIENTS AND PARTNERS
Municipal Patrol	<ul style="list-style-type: none"> ▪ Road Safety Code 	<ul style="list-style-type: none"> ▪ Are you OK? Program ▪ Security ▪ Application of rules 	<ul style="list-style-type: none"> ▪ Seniors of the city ▪ General population of the city
Sports, Recreation and Culture		<ul style="list-style-type: none"> ▪ Sports, cultural and community activities and programs ▪ WIAH ▪ Recreational support program in the day camp (subsidy from the Government of Quebec) ▪ Delivery of home books, talking or large print books, Iguana platform to facilitate character adjustment, enlarger to read at the Library and Zinio service for downloading online magazines 	<ul style="list-style-type: none"> ▪ Population of the city ▪ Recreation for people with disabilities of all ages ▪ Day camp accessible to young people with disabilities through the Recreational Coaching Program and volunteers who increase the number of chaperones
City Clerk and Legal Affairs, Reception and Information	<ul style="list-style-type: none"> ▪ <i>Loi des cités et villes</i> ▪ Any municipal law ▪ Access to Information and Privacy Act ▪ <i>Chartre de la langue française</i> ▪ Tariff Regulations ▪ All by-laws ▪ Interaction with services 	<ul style="list-style-type: none"> ▪ Council Meetings ▪ Public Consultation Meetings ▪ Registers ▪ Requests to access information ▪ Claims and legal assistance ▪ Legal proceedings ▪ Property transactions ▪ Agreements and contracts ▪ Reception of visitors ▪ Front Line Information ▪ Cashier ▪ Commissioner of Oaths ▪ Sale of documents 	<ul style="list-style-type: none"> ▪ Elected officials, citizens, media ▪ Citizens and any physical or moral person ▪ Lawyers ▪ Suppliers, other cities, partners, subcontractors ▪ City employees and Administration

ACTIVITY SECTOR	BY-LAWS, POLITICS, NORMS AND REGULATIONS	PROGRAMS OR SERVICES OFFERRED	STAFF, CLIENTS AND PARTNERS
Administration and Communications	<ul style="list-style-type: none"> ▪ Approval of municipal by-laws ▪ <i>Loi sur les cités et villes</i> ▪ Interaction between services 	<ul style="list-style-type: none"> ▪ Council Meetings ▪ Help for seniors ▪ Bus tickets ▪ Reception of citizens ▪ Publication of the City Journal ▪ Website ▪ Communications with media (Mayor only) 	<ul style="list-style-type: none"> ▪ Elected officials ▪ Seniors ▪ Population of the city ▪ City employees

SECTION 3 YOUR CITY, YOUR LIVING ENVIRONMENT – CITY VISION AND OBJECTIVES

The city of Dollard-des-Ormeaux is your city. Do you encounter certain obstacles in your daily life that prevent you from enjoying community life?

In order to maximize universal accessibility, we want more information from residents to know the obstacles faced by their loved ones or themselves during various activities in the city. Citizen feedback will enable us to improve the quality of life of people living with disabilities, as part of an inclusive approach that takes into account the needs of the entire population.

We have included in our new Accessibility Committee people who represent the public and who are familiar with the barriers that people with disabilities may encounter on a daily basis. The contact details of this new Committee are on the next page.

Our new Accessibility Committee has established a vision for the City for the next few years. The Committee prioritizes a different approach for adults and youth residents. For adults, the focus will be on improving mobility, while for young people, the City wants to see an improvement in the programs for children with learning difficulties. Recommendations will be based on the statistics on page 5 of this Action Plan.

Taking these factors into account, the Committee recommends the following objectives:

Improve the accessibility of the Civic Centre by referring to the report prepared by *Société Logique*.

Improve communication with residents using different ways depending on their needs.

- to inform residents of the accessible services and programs available in Dollard-des-Ormeaux; and
- to advertise the City's willingness to receive feedback on accessibility in Dollard-des-Ormeaux.

Continue to install accessible equipment and games in our parks.

Increase the number of accessible programs offered by the City and our partner associations to help

- children with the Autism Spectrum, learning disabilities; and
- adapted sports.

Please contact us, by email, phone or in person, we will be happy to respond and hear your comments.

SECTION 4 CONTACTS

New Accessibility Committee

This new Committee was formed to determine priorities for action to remove barriers faced by people with disabilities. City Councillor Laurence Parent, joined Paul Desbarats, Director of Sports, Recreation and Culture, and Guy Dubé, Head of Buildings Division, to form this Committee. In addition, four public representatives have now joined the Committee following a call for nominations on our website.

All citizens concerned about the obstacles faced by people with disabilities, whether on the accessibility of our buildings or activities, or our website, are invited to send their comments or suggestions to the following persons:

Here are the contact details of three members of the Accessibility Committee:

Laurence Parent	514-684-0879	lparent@ddo.qc.ca
Paul Desbarats	514-684-0924	pdesbarats@ddo.qc.ca
Guy Dubé	514-684-1012, # 211	gdube@ddo.qc.ca

You can also mail your comments to:

Paul Desbarats
Director of the Sports, Recreation and Culture Department
City of Dollard-des-Ormeaux
12001 De Salaberry Boulevard
Dollard-des-Ormeaux (Québec) H9B 2A7

Accessibility Working Group

The City of Dollard-des-Ormeaux has enriched this group by adding employees of various levels and services. This amendment provides more diverse feedback at the service level and brings particular attention to the needs of people with disabilities, for example by promoting an accessible purchasing policy.

The leaders of this group remain the City's Directors:

Jack Benzaquen	City Manager
Sophie Valois	City Clerk and Director of Legal Affairs
Paul Desbarats	Director of Sports, Recreation and Culture
Pascal Ouellette	Director of Public Works
Anna Polito	Director of Urban Planning and Engineering
Benjamin Noël	Director of Human Resources
Roman Beschieru	Director of Finances and Material Resources and Treasurer
Ionela Chiriac	Director of Technology

SECTION 5 OVERVIEW OF 2017

OBSTACLES	OBJECTIVE	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
Accessible art activities are not well publicized	Publicize the offer	Organize Art Hives at the Centre for the Arts	2017	The offer was publicized on the Centre for the Arts' website, and by posters in the Civic Centre.	Completed – Many visitors Now a group of handicapped persons participate in painting workshops at the Centre for the Arts.
Handicapped children cannot access play equipment in the parks.	Increase accessibility in our parks.	As per accessible purchasing, improve the offer in parks and prioritize wood chips instead of sand.	2017	Wood chips were installed in Dawn and Capri Parks.	The City is gradually replacing sand by wood chips in play areas and installing accessible play equipment
The comments received from handicapped persons are not always transferred to the right person; therefore their problem is not always taken into account.	Centralize all complaints and comments received regarding accessibility.	Enrich the Working Group for Accessibility to include employees of various levels and departments	2017	The Working Group for Accessibility was enriched and now includes employees of different levels and departments.	Continue the meetings of the Working Group
Handicapped persons are not always taken into consideration when the City is purchasing.	That all City departments consider accessibility when purchasing.	Encourage accessibility purchasing.	2017	For example, purchases for picnic tables and barbecue tables at Centennial Park, water games in parks, play equipment in parks, etc. respected accessibility.	The City will continue accessibility purchasing.

OBSTACLES	OBJECTIVE	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
The access ramps at Elm and Fairview chalets are not up to code.	Improve the access	These chalets will be demolished and rebuilt up to code.	Next few years	The City will rebuild many older chalets. For the moment, the balcony at Elm Park was repaired.	Continue to rebuild chalets up to code.
Many doors of the Civic Centre are not user friendly for handicapped persons, and the gate at the Aquatic Centre is hard to use.	Improve accessibility to the Civic Centre, prioritize certain needs.	<i>Société Logique</i> will prepare an evaluation of the Civic Centre regarding accessibility.	2018	Results will be evaluated and the City will prioritize modifications.	Wait for the evaluation in 2018.
Many chalet doors are too heavy to handle for persons with mobility problems.	Improve access to the chalets.	These chalets will be demolished and rebuilt up to code.	Next few years	The problem was evaluated.	Continue to rebuild chalets up to code.
Persons with reduced mobility find it hard to walk in the parks, because the sidewalks are not lowered.	Facilitate leisure activities for handicapped persons.	Review the situation when renovating the parks	Will be reviewed in the next few years	Some parks be renovated, to include water play areas or other improvements.	To be reviewed when renovating parks
The restroom on the second floor of the Civic Centre does not have a grab bar.	Improve the access	In 2018, this will be evaluated by <i>Société Logique</i>	2018	The evaluation by <i>Société Logique</i> in 2018 will describe the problems for accessibility.	Evaluate the needs as per the report from <i>Société Logique</i> .
The type size on the website cannot be modified for persons with vision problems.	Facilitate access to our website for persons with reduced vision	Give a choice of type size for the website	2017	The type size of the website can now be modified.	When modifying the website, take into consideration the needs of handicapped persons.

SECTION 6 OVERVIEW OF 2018

OBSTACLES	OBJECTIVES	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
Handicapped persons rarely have the possibility to comment directly to the City.	Better evaluate the needs and obstacles of the handicapped persons in Dollard-des-Ormeaux	Create an Accessibility Committee including three representatives from the public. Prepare a call for applications for the three representatives from the public.	2018	The Accessibility Committee was formed, with four representatives from the public, and three persons representing the City.	This new Committee will bring recommendations to Council.
Persons with a hearing disability cannot hear the fire alarm when in the Civic Centre or the Community Centre	Assure the security of persons with a hearing disability in the Civic Centre and the Community Centre	In 2018, this will be evaluated by <i>Société Logique</i>	2018	The evaluation was completed by <i>Société Logique</i> .	The City received the report at the end of 2018 and will make recommendations for 2019.

OBSTACLES	OBJECTIVES	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
In the library, the counter and the computer tables are too high. Other City Hall counters have the same problem.	Allow handicapped persons to access easily all various counters, and computer tables in the library	Renovations taking place at the library at the end of 2019 should solve this problem. The library will have an online survey for comments from users. The problem of other counters will be evaluated by <i>Société Logique</i> .	2018 & 2019	The survey was completed in 2018. <i>Société Logique</i> completed the evaluation in 2018 and the City received the report at the end of 2018.	For library renovations in 2019, those comments will be considered. The other counters were evaluated by <i>Société Logique</i> and the City will study their recommendations.
The picnic tables in Centennial Park and other parks are not accessible.	Allow everyone to access the tables for a picnic	Prioritize accessible purchases Participate in a Webinar on a workshop for sensitization and information on accessible purchasing	2018	Employees from the Sports, Recreation and Culture and the Purchasing Departments participated in the Webinar Accessible picnic tables were installed at Centennial Park	With the new water parks at Lake and Westminster, in 2019, accessible picnic tables will be installed.
It is complicated for handicapped persons to accompany children to the park	Allow handicapped adults to accompany children to an activity at the park, and allow handicapped children to access a water park	Installation of an accessible water park at Westminster and Lake Road Parks	2018	The project is postponed until 2019.	The new water parks will be constructed in 2019.

OBSTACLES	OBJECTIVES	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
In day camps, the staff is not familiar with handicapped children's needs	Facilitate the integration of handicapped children in day camps	Integrate handicapped children in regular day camps, with a shadow if necessary Lend a chalet to WIAIH to welcome autistic persons	2018	Children's integration and loan of chalet was completed	Evaluate the possibility of having more shadows at the DDO Day Camp
At the Civic Centre, the access to the pedestrian crossing and the landing is often blocked by cars waiting	Ensure that section is always free of cars	Ensure the Municipal Patrol watch this situation	2018	The situation has improved	Continue to watch
The documents for the public, in the departments or online, are not always adapted to persons with a vision disability		Evaluate the available needs and solutions Create a Facebook Page for the City	2018	A Facebook Page was created for the City in 2018. Visitors can adjust the type size on the website	No follow-up needed
Children with the Autism Syndrome or TDH often have less interest in parks with many children	Attract these children to play in the parks	At Spring Garden Park, installation of the <i>Biba</i> application, allowing parents to integrate their phone in their child's play, improving the sociability and activity of children with the Autism Syndrome	2018	The application was installed in September 2018	This installation will be publicized in local newspapers, in 2019

Non planned measures completed in 2018:

OBSTACLES	OBJECTIVES	MEASURES	TIMESCALE	INDICATORS	FOLLOW-UP AND COMMENTS
Handicapped persons have difficulties to access the Community Centre to attend the Seniors Club's activities	Make the Community Centre totally accessible	Ensure the renovations of the Community Centre are accessible and add reserved parking spaces for handicapped persons	2018	The Community Centre is now totally accessible and more parking spaces for handicapped persons were installed	The users are pleased
Crossing De Salaberry Boulevard to access the Civic Centre is dangerous for handicapped persons because of the lack of street lights	Secure the crossing	Install street lights in front of the Civic Centre	2018	New street lights were installed	Security is assured

SECTION 7 2019 ACTION PLAN

OBSTACLES	OBJECTIVES	MEASURES	INDICATOR	RESPONSIBLE DEPARTMENT	DEADLINE
Handicapped children would like to play in water parks with other children during summer and handicapped adults would like to bring children to play in water parks	Allow handicapped children to go to a water park and handicapped adults to accompany children to water parks	Build water parks at Westminster and Lake Road Parks, with accessible picnic tables. The urban furniture in public infrastructures must be accessible.	Calls for Tender were published and the water parks will be completed in 2019.	Sports, Recreation and Culture	Summer 2019
Employees in contact with the public do not necessary know how to respond to handicapped persons to meet their need for assistance	Establish a proactive approach in dealing with handicapped persons by training City staff for dealing with this clientèle.	Organise a Presentation for employees on how to welcome and serve handicapped persons	The Altergo Presentation will be held on February 19, 2019 for 33 employees	Sports, Recreation and Culture Human Resources Administration	February 19, 2019
The point of service for the STM adapted transport is located far from the Community Centre where the Seniors Club is holding his activities. The City received many complaints.	Facilitate arrivals and departures of residents who are using the STM adapted transport to access the Community Centre	Discuss with the STM to study the possibility of having a second point of service at door # 5 of the Community Centre	The project has begun.	Sports, Recreation and Culture	2019
There are still obstacles at the Civic Centre for handicapped persons	Improve the access to the Civic Centre for handicapped persons	As recommended by <i>Société Logique</i> , determine priorities and prepare an action plan	The Accessibility Committee will make recommendations to that effect	Buildings Sports, Recreation and Culture Accessibility Committee Council	2019

OBSTACLES	OBJECTIVES	MEASURES	INDICATOR	RESPONSIBLE DEPARTMENT	DEADLINE
The Civic Centre washrooms are not accessible	Enhance the self reliance of handicapped persons by having accesible washrooms	Modify the washrooms at the Civic Centre	This modification is planned by the Buildings Department	Buildings Sports, Recreation and Culture Finances	2019
Handicapped children cannot always obtain the help of a shadow for the day camp	Allow more children to have access to a shadow for their day camp	Increase the grant to the DDO Day Camp	A resolution will be presented to Council	Sports, Recreation and Culture Council Finances	2019
Some beneficial improvements concerning accessibility are not done as fast as desired, because of financial restrictions	Identify priorities to make useful and appropriate modifications for the well-being of all residents	The Accessibility Committee will determine a vision for the City and objectives and make recommendations based on the Evaluation from <i>Société Logique</i> , with the help of the Buildings Department	The Accessibility Committee will recommend to apply funding to certain projects, as per the priorities. For adults, mobility will be the priority, and learning difficulties will be the priority for children.	Accessibility Committee Council Finances Various City Departments, as recommended	2019
Persons using a wheelchair cannot keep it dry in the water parks	Offer an alternative	At Sunnybrooke Park, purchase a wheelchair designed for water, to be borrowed by users	The City is examining the subject	Sports, Recreation and Culture Finances	2019
For handicapped children, the choice of attractive accessible games in the parks is limited.	Enable all children to have fun if the parks	Inclusive games and swings will be installed in various parks. When purchasing or renting services or goods, prioritize accessibility	In 2019, inclusive games and swings will be installed in the following parks: Fairview, Edward Janiszewski, Westwood, Westminster, and Fairview.	Sports, Recreation and Culture Recreation Committee Public Works	2019
During heat waves, some handicapped persones can be less	Allow handicapped persons to access air conditioned locals	Distribute the information during heat waves	As per our Emergency Plan, determine the air conditioned locals	Municipal Patrol Sports, Recreation and Culture	2019

OBSTACLES	OBJECTIVES	MEASURES	INDICATOR	RESPONSIBLE DEPARTMENT	DEADLINE
alert.	during heat waves		available during heat waves.	Communications	
The public is rarely aware of the outstanding achievements of handicapped persons.	Publicize these achievements	When possible, publicize these achievements	Ms. Sara Jane Daigle signed the City's Golden Book.	Administration Communications Sports, Recreation and Culture	2019

SECTION 8 DIRECTORY OF COMMUNITY SERVICES DEDICATED TO THE WELL-BEING OF HANDICAPPED PERSONS; SERVICES OR ACTIVITIES CAN INVOLVE EXPENSES

General

LES PETITS FRÈRES DE L'OUEST DE L'ÎLE

514-247-1282

Email: ouestdelile@petitsfreres.ca

Website: www.petitsfreres.ca

To overcome the isolation of persons of more than 75 years old living alone

CENTRE DE RÉFÉRENCE DU GRAND MONTRÉAL

3155 Hochelaga Street, local 101

Montreal (Québec) H1W 1G4

514-527-1375

Information on community services in Greater Montreal

OFFICE DES PERSONNES HANDICAPÉES DU QUÉBEC

1-800-567-1465

Website: www.ophq.gouv.qc.ca

Email: soutienalapersonne@ophq.gouv.qc.ca

Services: Various

FONDATION MIRA INC.

1820 Rang Nord-Ouest

Sainte-Madeleine (Québec) J0H 1S0

450-795-3725

Guide dogs for hearing, with TSA or motor impaired persons

CENTRE DE RÉADAPTATION CONSTANCE-LETHBRIDGE (Point of service)

16777 Hymus Boulevard, Kirkland (Québec) H9H 3L4

1-866-487-1891

Services: Various

Intellectual disability

ATELIER LE FIL D'ARIANE

4837 Boyer Street, local 100, Montreal (Québec) H2J 3E6

514-842-5592

Website: www.atelierlefildariane.org

Email: atelier.bureau.ariane@ssss.gouv.qc.ca

Services: Readaptation Centre, learning and integration to work and art embroidery workshop to promote autonomy and social integration

BASE DE PLEIN AIR BON DÉPART

4610 Principale Road, Wentworth North (Québec) J0T 1Y0

450-226-3336

Website: www.bpabondepart.ca

Email: info@bpabondepart.ca

Services: Four seasons camp with outdoor activities, nature class and respite camp

CENTRE NOTRE-DAME-DE-FATIMA

2464 Perrot Boulevard, Notre-Dame-de-l'Île-Perrot (Québec) J7V 8P4

514-453-7600

Website: www.centrendfatima.com

Email: info@centrendfatima.com

Services: Summer Camp and Outdoors Camp

ASSOCIATION DE L'OUEST DE L'ÎLE POUR LES HANDICAPÉS INTELLECTUELS (WIAIH)

111 Donegani Street, Pointe-Claire (Québec) H9R 2W3

514-694-7090

Website: www.wiaih.qc.ca

Email: info@wiaih.qc.ca

Services: Various

Physical disability

ASSOCIATION DES FEMMES HANDICAPÉES (MONTREAL)

1355 René-Lévesque Boulevard West, local 2, Ville-Marie, Montreal (Québec)
H3G 1T3

514-861-6903

Website: www.afhm.org

Email: admin@afhm.org

Services: Discussion Forum, help group, promotion and defense of rights and interests

ASSOCIATION MULTI-ETHNIQUE POUR L'INTÉGRATION DES PERSONNES HANDICAPÉES

6462 Saint-Laurent Boulevard, Montreal (Québec) H2S 3C4

514-272-0680

Website: www.ameiph.com

Email: ameiph@ameiph.com

Services: Various

KÉROUL

4545 Pierre-De-Coubertin Avenue, Montreal (Québec) H1V 0B2

514-252-3104

Website: www.keroul.qc.ca

Email: infos@keroul.qc.ca

Services: Various tourism services

ALTERGO

525 Dominion Street, local 340, Montreal (Québec) H3J 2B4

514-933-2739

Website: www.altergo.net

Email: info@altergo.net

Services: Various services regarding sports, recreation and culture

CENTRE D'INTÉGRATION À LA VIE ACTIVE

525 Dominion Street, local 330, Montreal (Québec) H3J 2B7

514-935-1109

Website: www.civa.qc.ca

Email: info@civa.qc.ca

Services: Sports and Recreation Centre, social, cultural and recreational activities, help for integration, youth section

SOCIÉTÉ DE PARENTS DE PERSONNES HANDICAPÉES

5095 9th Avenue, local 101, Montreal (Québec) H1Y 2J3

514-254-6067

Website: www.spph.net

Email: info@spph.net

Services: Help, respite, information, awareness, bulletin

Visual disability

ASSOCIATION DES SPORTS POUR AVEUGLES DE MONTRÉAL

4545 Pierre-De-Coubertin Avenue, Montreal (Québec) H1V 0B2

514-252-3178

Website: www.sportsaveugles.qc.ca

Email: infoasam@sportsaveugles.qc.ca

Services: Sports, help and awareness

VUES ET VOIX

1055 René-Lévesque Boulevard East, local 501, Montreal (Québec) H2L 4S5

514-282-1999

Website: www.vuesetvoix.com

Email: info@vuesetvoix.com

Services: Recording of approximately 800 adapted audio books per year and production of radio programs

Those references come from the Répertoire des services sociocommunautaires du Grand Montréal 2014-2015 du Centre de référence du Grand Montréal.