

2020 ACTION PLAN

CONCERNING PERSONS WITH DISABILITIES



VILLE DE | CITY OF
WESTMOUNT

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A WORD FROM THE MAYOR

Christina M. Smith

I am pleased to share with you the City of Westmount's 2020 Action plan for persons with disabilities.

Our City Council is committed to ensuring a barrier-free environment for its citizens that fosters social participation. In this annual report, you will find a list of the Westmount's past efforts in improving accessibility, as well as upcoming projects that will enhance city life and encourage each individual to make his or her unique contribution to the community.

As with any plan, there is always room for improvement. I therefore invite you to explore this document and to share with us any of your ideas to help improve accessibility in Westmount.

A handwritten signature in black ink, reading "Christina M. Smith". The signature is stylized and fluid.

Christina M. Smith
Mayor, City of Westmount



2020 ACTION PLAN

CONCERNING PERSONS WITH DISABILITIES

1. PREAMBLE AND PORTRAIT OF THE CITY

The City of Westmount fully supports the mission of the *Office des personnes handicapées du Québec* (OPHQ) to ensure that the principles and rules set forth in the **Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration** (Chapter E-20.1) are respected. The City is committed to collaborating with the OPHQ and other public organizations to improve services for persons with disabilities and reduce any obstacles to their social integration. In accordance with subsection 61.1 of the Act, the City of Westmount hereby submits its 2019 Action Plan.

1.1 DEMOGRAPHIC PROFILE

Based on the population decree of the *Ministère des Affaires municipales, des Régions et de l'Occupation du territoire*, Westmount had 20,974 residents in December 2019. According to the Canadian Survey on Disability (2017), an estimated one in five Canadians aged 15 years and over had one or more disabilities that limited them in their daily activities. Of this group, more than 40% has a severe or very severe disability. From this data, we can extrapolate that more than 4,500 of Westmount's residents live with some kind of disability. This number does not take into account parents using a stroller or persons limited temporarily in their mobility.

1.2 CITY OF WESTMOUNT DEPARTMENTS

The following departments work together to identify and reduce barriers that may prevent persons with disabilities from fully participating in society:

1.2.0 City Council and Director General's Office

Recognizing social integration as a collective responsibility, the City is committed to encouraging participation in community life by adapting its services as much as possible and constantly improving them. The City Council and the Director General's Office are attentive to requests from residents, particularly those that involve universal accessibility.

1.2.1 Urban Planning Department

The Urban Planning Department's responsibilities include the planning of public spaces and parks, the establishment and enforcement of construction and renovation guidelines, and the Residential Adaptation Assistance Program. The department produces the Access Westmount Guide, a list of accessible public and commercial buildings within its territory. Westmount council and administration work to find the right balance between enforcing guidelines to protect the City's architectural heritage and addressing public accessibility needs, particularly in the context of an aging population.

LEGAL CONTEXT: The **Montreal Urban Agglomeration Land Use and Development Plan**, adopted in 2015, requires the integration of provisions facilitating universal accessibility into the urban planning by-laws of its member municipalities, including the City of Westmount. Thus, in 2016, the City incorporated provisions into its urban planning by-laws that reduce the height difference between the public roadway and a building's ground floor and that provide for safe and well-lit pathways between buildings and public roadways. The guidelines also require parking spaces for persons with reduced mobility to be located near entrances.

1.2.2 Westmount Public Library and Community Events

The Library and Community Events personnel respond to specific client needs as they arise and provide individual assistance to visitors to encourage participation in activities and their social integration in general. The Library and the Victoria Hall Community Centre, both heritage buildings, are barrier-free and adapted to meet universal accessibility standards.

1.2.3 Communications Division

The Communications Division, responsible for the City's website and publications, takes into consideration the accessibility of its communication methods and strives to reach all members of the community by using a range of communications tools. As a bilingual-status municipality, Westmount produces and disseminates information in both official languages.

1.2.4 Hydro Westmount

Hydro Westmount is responsible for the distribution of electricity and for the maintenance of the distribution network within the City. This includes the installation and maintenance of street and traffic lights in all public areas. Representatives from HW also sit on the Transportation Advisory Committee.

1.2.5 Human Resources Department

Westmount is an equal opportunity employer committed to meeting the specific needs of the individuals that join its team. Candidates are welcome to apply on line for positions and specify any particular needs they have.

1.2.6 Public Safety Department

Westmount's Public Safety Department offers support and assistance to all residents in safety matters. Residents with disabilities may request and receive additional support in terms of access to services and social integration. For example, Public Safety officers pay particular attention to the health needs of vulnerable people (seniors, persons with reduced mobility,

persons with a mental illness) during extreme heat or cold events, and may offer advice or help getting home, if needed. The department also initiated a programme to reduce the social isolation of seniors in the community. Its personnel collaborates with the Montreal police service (SPVM), the Montreal fire department (SSIM) and the local CLSC.

1.2.7 Legal Services and City Clerk's Office

The City's Legal Services and City Clerk's Office is made up of three components: legal services, the City Clerk's Office, and the municipal archives. It is responsible for all of the City's legal affairs, its corporate secretariat, and the conservation of municipal documents. The Office works in close partnership with senior management and with elected officials to prepare council meetings and all related documents (minutes, municipal by-laws, council resolutions, public notices). It is also responsible for managing claims and access-to-information requests.

1.2.8 Sports and Recreation Department

The Sports and Recreation Department offers a variety of programs to residents of all ages. Its objective is to foster a sense of belonging within the community and promote Westmount as a healthy environment in which to live. Using a personalized approach, the Department's team adapts its sports and recreation activities to the needs of its clientele, including individuals with specific needs. Where possible, it adapts equipment and activities to accommodate the specific physical and mental needs of persons with disabilities and their companions.

1.2.9 Public Works Department

The Public Works Department is responsible for the design, planning, construction and maintenance of the City's infrastructure to ensure the comfort and the safety of residents, businesses, and institutions. Its planning takes into account the accessibility of all public indoor and outdoor spaces.



2. REPORT FOR 2019 : SPECIFIC ADVANCEMENTS

2.0 CITY COUNCIL AND CITY ADMINISTRATION

Creation of an advisory committee on accessibility in Westmount

Project underway in November 2019, but will be fully in action in 2020 (see item 3.0)

2.1 URBAN PLANNING

Access Westmount guide: update and redesign

- OBSTACLE: Information on the accessibility of buildings in Westmount becomes out of date rapidly; lack of resources to produce an updated version in 2018
- GOAL: Update and improve the content of the Access Westmount guide; improve the page layout and make the guide better known to the public
- TIMETABLE: autumn 2019

The Urban Planning Department produces a bilingual directory of Westmount's accessible public and commercial buildings. Published annually online and printed as needed, this list of accessible public spaces is intended to help individuals plan their outings in advance and identify important amenities such as accessible parking spaces and public washrooms. The guide is equally useful for persons with temporary disabilities, including parents with children in strollers. The 2018 update of the guide was delayed due to a lack of resources and a new version with an improved presentation is planned for 2019.

2.2 WESTMOUNT PUBLIC LIBRARY

Adoption of a digital service that provides access to films

- OBSTACLE: Travel to the Library required to borrow from the Library's film collection
- GOAL: Offer Library members a selection of films downloadable to personal devices
- TIMETABLE: February 2019

Using the **Kanopy** application, Library members can now stream films on their televisions, smartphones, and tablets. With the motto of "thoughtful entertainment," Kanopy provides access to films of unique social and cultural value, films that are often difficult or impossible to access elsewhere, and programming with a wide array of foreign language films.

Sensory Storytime for children with ASD

OBSTACLES: Lack of programmes designed specifically for children with Autism Spectrum Disorder; social isolation of this group
GOAL: Offer activities adapted to children with ASD through the public library
TIMELINE: summer 2019

The Library held weekly storytime and craft sessions for children aged 5 to 12 with ASD and their caregivers throughout the summer of 2019. The project, which had not been part of the 2019 programme, came about thanks to a partnership between the children's librarian, who had taken a training workshop in this type of programming, and a parent seeking appropriate activities for her son and other children. The programme will be offered again in summer 2020.

Improvements to the Tales and Travels series

OBSTACLES: Lack of social activities for adults with dementia
GOAL: Expand and improve an existing programme and help spread the activity to a wider audience
TIMELINE: autumn 2019

The Tales and Travels Series is a weekly activity designed for people living with Alzheimer's disease or other types of dementia to encourage their social participation. A coordinator from the Alzheimer Society of Montreal leads the sessions. The goal of the workshops is to stimulate participation, conversation, and expression by participants while they explore a foreign country through books, objects, reading aloud and listening to music. Registration is free. A second group was added in the fall of 2019 and the Library has increased the support materials in its collection, as well as created *Tales and Travels* kits that contain images, fact sheets, books and other items. These kits can be borrowed by patrons, community groups and residences to replicate the sessions at home or in residences.

2.3 PUBLIC SAFETY UNIT

Implementation of a vulnerable persons registry

OBSTACLE: Isolation of seniors, persons with reduced mobility and individuals with particular vulnerabilities due to their state of physical, mental or cognitive health
GOAL: Reduce social isolation and improve the safety of vulnerable individuals in the community, particularly those living alone
TIMETABLE: *project initiated in 2018 and came into effect in 2019.*

Westmount's Public Safety Unit invites residents with disabilities or limited mobility and their caregivers to register for its electronic database of vulnerable persons. This list complements the Montreal fire department's Emergency evacuation assistance programme and allows Public Safety officers to locate residents with specific needs rapidly and intervene in an emergency situation. The registry is also intended for persons with cognitive difficulties, including autism, dementia and brain injuries.

The registry allows for quick access to critical information concerning registered persons, such as who to contact in case of emergency, a detailed physical description and any specific

behaviours or conditions for that individual. The City promotes the registry through personal contact by Public Safety officers, through its *Security and Aging* booklet, through the usual municipal channels (website, social media, newsletters, local newspaper), as well as through Contactivity, a community organization for seniors.

Creation of the new Hello Westmount phone check service for seniors

OBSTACLE: Isolation and vulnerability of senior residents
GOAL: Increase the safety of seniors in the community
TIMETABLE: 2019

In the context of the above-average proportion of seniors in Westmount (Statistics Canada estimate: 26%), the Public Safety team implemented a phone-check service in collaboration with Contactivity, a local organization that provides services to seniors in the community. Subscribers may choose to phone or receive a call from Public Security daily or weekly to confirm that they are well. They may also choose to provide the department with a key to their home to allow officers to verify in the event of a non-response situation. Regular contact between officers and residents reduces isolation and provides opportunities for officers to learn more about the neighbourhood and provide safety tips to residents.

Update and improvement of the *Security and Aging* booklet

OBSTACLE: Lack of information concerning the community resources that help seniors remain safe and live autonomously
GOAL: Reduce isolation, reduce and prevent bullying and abuse of seniors; help seniors live autonomously within the community
TIMETABLE: completed in november 2019

Published in 2013, this guide targets the senior population of Westmount, offering advice on home safety and abuse prevention, and contact information for social services, health and listening services. The 2019 update includes additional resources and a new design. The booklet, available online and the printed version, is an important tool for Public Safety officers.

Development and enhancement of a web page for seniors

OBSTACLE : Lack of easily-accessible information brought together in one place concerning local resources for seniors;
GOAL: Offer seniors in the community and their caregivers access to resources that will help reduce isolation and improve their quality of life
TIMETABLE: 2018 and 2019

Over the years, Westmount's Public Safety officers have developed various tools to educate and inform seniors on services available to them. In 2018, a new page was created on the City's website to provide information on these resources and promote services such as the *Hello Westmount* phone check service and the vulnerable persons registry.

2.4 SPORTS AND RECREATION

New programme for children with Autism Spectrum Disorder

OBSTACLE: Lack of recreation programmes targeting children with ASD
GOAL: Provide a leisure activity adapted to the needs of this group
TIMETABLE: January 2019

For the first time in 2019, the Sports & Recreation Department offered a programme called ASD Social Sensory Discovery, created by a local resident that saw a need in the community. Aimed at primary-school children with ASD and their companions, this after-school programme included motor-skill exercises and social activities. Public reaction to the programme was very positive and the department will offer it again in 2020.

2.4 PUBLIC WORKS

Installation of physical fitness equipment for adults

OBSTACLE: Lack of free access to physical fitness equipment for adults in public spaces
GOAL: Respond to a demand from residents to create a space in a public park for the installation of exercise equipment
TIMETABLE: summer 2019

In response to a request from the Contactivity Centre, a local organization that advocates for and offers services to seniors, the Public Works Department studied and made a selection of exercise equipment and an appropriate location to install it: Westmount Park, a popular green space located in the centre of the community. Three devices were installed in a landscaped area with a permeable surface that was poured on site, the first of its kind in Westmount; the surface is accessible to wheelchairs and walkers. The equipment was chosen to meet the needs of adults of all fitness levels and offering various heights to accommodate persons with different accessibility requirements.

Relandscaping of Stayner Park and installation of adapted play equipment

OBSTACLE: Varying availability of adapted equipment in public playgrounds
GOAL: To install a minimum of one ADA-adapted swing in each of the City's public playgrounds, as well as an inclusive play structure and landscaping that allows easy wheelchair access; improve the accessibility of pathways in public parks for persons with reduced mobility
TIMETABLE: autumn 2019

The Public Works Department carried out major landscaping work in Stayner Park, a small green space located near the Greene Ave. commercial district. The project included the reconstruction of pathways to meet universal accessibility standards, a renewal of the landscaped areas and the reconstruction of the playground area. An inclusive play structure and an ADA-standard adapted swing were installed and the surface of the play area was replaced and a ramp added to provide easier access for wheelchairs. Delays in the availability of the equipment had delayed the project by about a year.



3. OBJECTIVES FOR 2020

3.0 CITY COUNCIL AND MUNICIPAL ADMINISTRATION

Creation of a working committee on accessibility in Westmount

- OBSTACLES:** Lack of formal process to ensure a dialogue between residents, the City and community partners involving local accessibility needs; room for improvement in municipal communications on the City's action plan on accessibility and the services available to residents with disabilities
- GOAL:** Establish a working committee composed of residents, elected officials and City employees focused on accessibility in Westmount
- TIMETABLE:** approval and planning, November 2019; recruitment and implementation, winter 2020

The City will implement an advisory committee on accessibility composed of residents, local players, elected officials and municipal staff. The mandate of the committee is to provide expertise to City Council concerning accessibility, particularly in identifying and eliminating obstacles to accessibility, to participate in specific projects, including public education, the preparation of reports, guides and other publications, and to play the role of liaison between the community and the City.

3.1 URBAN PLANNING

Imagine Westmount 2040 : consultation processus on the City's Urban Planning Master Plan

- OBSTACLE:** Relatively rare opportunity for the public to participate in the long-term planning process concerning the built environment
- GOAL:** Encourage citizens of all backgrounds and capabilities cities to have a say in the revision of Westmount's Urban planning master plan and to contribute to a shared vision of their future city
- TIMETABLE:** 2020 et 2021

The City is undertaking a process beginning January 2020 to involve citizens in the revision of the Urban planning master plan. Using a variety of means — web platform, public consultation meetings, electronic forum, surveys, social media, etc., — the City wants to make sure that its next master plan is a collective effort that truly reflects the community's needs and values. This

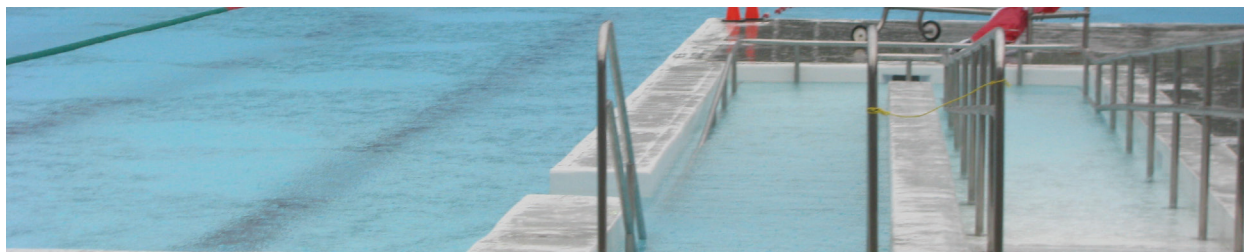
process entails a public conversation surrounding issues such as green spaces, sustainable transportation, social diversity, universal accessibility and adaptations to climate change. The Imagine Westmount 2040 project is an excellent opportunity for persons with limited mobility or with disabilities to make their needs known and have a say in the future urban development of their city.

3.2 TRAVAUX PUBLICS

Installation of adapted play equipment in Prince-Albert Park

OBSTACLE: Unequal availability of adapted equipment in public playgrounds
GOAL: Install a minimum of one ADA-standard adapted swing, an inclusive play structure and wheelchair-accessible play areas in every public playground
TIMETABLE: spring or summer 2020

The Public Works Department is planning to install an ADA-standard adapted swing in the playground at Prince-Albert Park, as well as an inclusive play structure in 2020. The project includes the re-landscaping of the play area to improve wheelchair access. Work was delayed by approximately one year because equipment and materials were not available.



4. PREVIOUS ACHIEVEMENTS AND ONGOING SERVICES

The City of Westmount is committed to maintaining programs and services that encourage social participation and to continually pursue improvements in universal accessibility. The projects and programmes listed below were implemented prior to 2018, and are subject to revision and improvement.

4.0 DIRECTOR GENERAL AND CITY COUNCIL

Transportation Advisory Committee

The Transportation Advisory Committee, which includes elected officials and city employees from Public Works, Hydro-Westmount, and Public Safety, receives and analyzes requests for new or modified parking spaces reserved for persons with disabilities, drop-off zones reserved for paratransit buses, and changes to traffic light phases. The Committee gives priority to changes that will enhance pedestrian safety, particularly for individuals with limited mobility.

Municipal building restoration programme

Since 1992, Westmount City Council has committed to restoring its collection of public heritage buildings, calling upon experts to find ways to optimize accessibility while respecting the historic architecture. All of the City's public buildings are accessible, but some additional improvements are foreseen. Interventions are subject to approval by the Planning Advisory Committee, whose mandate is the preservation of Westmount's built environment.

4.1 URBAN PLANNING

Development and planning of parks in Westmount

Westmount's parks are designed to provide maximum access to persons with reduced mobility, with wide paved pathways, accessible washrooms, a sufficient number of benches and good lighting. The City is constantly improving its parks and playgrounds, and upgrades are designed using principles of universal accessibility.

Access Westmount Guide

Originally an initiative of the Westmount Healthy City Project in 1992, the *Access Westmount* guide is a local directory of accessible buildings within the territory of the City. It is updated regularly by the Urban Planning Department.

Planning Program

Westmount expects to revise its urban plan and add guidelines to encourage or require that universal accessibility be integral to public and private development projects and thus foster more inclusive living environments. The City will also initiate a process of reflection on the regulation of private property and the need to address changing accessibility needs while maintaining the conservation of the local architectural heritage.

Westmount Traffic and Active Transportation Master Plan

In 2013, the City adopted the Westmount Traffic and Active Transportation Master Plan, a reference framework to guide future decisions for improvements to the City's road network. As part of the Planning Program, this master plan favours the development of cycling and pedestrian networks and takes into consideration the specific obstacle that sloped streets represent for persons with reduced mobility. It also puts forth principles to ensure the ongoing improvement of streets, sidewalks and intersections through the reduction of barriers to persons with disabilities.

Residential Adaptation Assistance Program (RAAP)

The City has partnered with the *Société d'habitation du Québec* to deliver home improvement programs and the Urban Planning Department processes grant applications received under the RAAP. The program provides financial support to homeowners to carry out eligible work to adapt residences and enable persons with disabilities to remain in their homes. The City assists applications in this process with the assistance of a hired specialist.

4.2 WESTMOUNT PUBLIC LIBRARY

Audio books, large print books and eBooks

Library members with vision-related difficulties have access to a collection of audio books, large print books and digital books, which is enhanced annually. In addition, thanks to digital readers, the text size and screen brightness of eBooks can be adjusted to facilitate reading.

Books for dyslexic children

The Library owns a collection of "super readable" books destined for children with reading difficulties, dyslexia, or visual stress.

Homework assistance programme

The Library offers a homework assistance program for elementary school students with the help of Library volunteers who work one-on-one.

Caring Paws Programme

In 2013, the Library created a reading program to encourage children to overcome their reading difficulties. A tranquil, certified therapy dog, with handler, listen to children read aloud each week. Since its introduction, the programme has been very successful.

iPads for youth

The Library has made two iPads available to young members to facilitate learning.

Home library service

For Westmount members who cannot travel, the Library offers a home delivery service for books and audio-visual materials, with the help of volunteers. Residents can sign up online, and based on their preferences, materials are chosen for them and delivered every two weeks.

Tales and Travels Series for individuals living with dementia

The weekly Tales and Travels series is designed to encourage the social participation of people living with Alzheimer's disease or other types of dementia. Marie-Pier Foucault, Coordinator of activities for persons living with dementia (Alzheimer Society of Montreal), leads the sessions. The workshops stimulate participation, conversation, and expression by participants as they explore a country through books and objects, reading aloud and listening to music.

Touch table

Certain treasures from the Library's archives (historic postcards, photos, or other rare documents) are available through an electronic multitouch table, which enables users to interact with digital versions of the documents and to enlarge images and text using touch, much like a giant tablet. The touch table also includes videos, audio files, and quizzes.

Accessible display bookcase

The Library's display case for new releases is under four feet high and all books are fully accessible to individuals in wheelchairs.

Redesign of work stations used by the public

The Library took advantage of a planned renovation in 2017 to increase the number of computer stations for the public and to adjust their height for wheelchair access.

Use of electronic applications

Library members may download a large selection of electronic books and magazines, as well as e-books, and since 2018, electronic newspapers from around the world. All of these materials may be read or listened to on a computer, tablet or smartphone at any time and from anywhere.

Library, Cultural & Community Events Guide

The Library and Community Events Department publishes a semi-annual guide to services and activities offered at the Library and the Victoria Hall Community Centre. The guide includes a section on volunteering in the City and provides a list of community services and resources, as well as contact information for local community groups. Available online and in print, the Guide is a valuable source of information and an invitation to become involved in the community.

4.3 COMMUNICATIONS

Ongoing development of electronic media and communications

The City uses a diversity of communications tools in an effort to reach as many residents as possible and to encourage dialogue between residents, administrators and elected officials, thereby fostering participation in social and democratic life.

4.4 HYDRO WESTMOUNT

Registration programme for residents using oxygen therapy and other essential medical devices

Hydro Westmount maintains a priority list of residents with specific medical needs that depend on a constant supply of electricity, such as oxygen therapy. The list is always consulted prior to planned service interruptions and those residents are advised in advance of any planned interventions in their sector. Hydro Westmount uses every measure possible to ensure continuous service for those homes. As of 2018, those residents are automatically registered in the Public Security vulnerable persons list.

4.5 HUMAN RESOURCES

Equal opportunity hiring policy and adaptation of the work environment

The City of Westmount is an equal opportunity employer and therefore invites women, aboriginal people, members of visible and ethnic minorities and persons with disabilities to submit their candidacy for any advertised positions. The City commits to making adaptations to meet the specific needs of its hirees.

Municipal policy on respect for human rights

Following the adoption of its municipal policy, the City published the guide *Respecting individuals concerns everyone!* in 2011. Distributed to employees, the guide clearly defines workplace harassment and outlines procedures for reporting an incident or requesting an intervention. The City regularly organizes training sessions for its personnel on preventing psychological harassment in the workplace.

4.6 PUBLIC SAFETY

Enforcement of parking spaces reserved for persons with disabilities

Public safety officers actively enforce the by-law concerning parking spaces reserved for persons with disabilities.

Safety and accessibility of all public spaces

Public Safety officers ensure the safety and accessibility of roads, sidewalks, and parks at all times and to eliminate barriers where possible. Patrollers report maintenance issues to the Public Works Department (potholes, cracks, hindrances on sidewalks, etc.). Officers also intervene to manage traffic, as needed, and ensure safety around construction sites.

Collaboration with the police service and mental health interventions

Westmount Public Safety officers are aware of the social challenges faced by persons experiencing mental health and homelessness and are trained to use resources that favour social interventions over fines. Officers work in close collaboration with the officers of Neighbourhood Station 12 (PDQ12) of the Montreal Police Department (SPVM), and with local health and social service agencies to coordinate interventions and share information.

Public education and monitoring programme for seniors

The Public Safety administration has enhanced its communication activities, particularly those targeting seniors living alone. The Department works with the community organization Contactivity, which offers multiple services, including daily phone checks for seniors living alone. Where possible, officers carry out monitoring visits to certain seniors to help reduce their social isolation.

Security and aging brochure

In 2013, the Public Security Department collaborated with the City's Communications Division to produce a brochure titled *Security and Aging*. Intended for local seniors and their caregivers, the document provides information and resources on safety in the home, the prevention of harassment and abuse, as well as contact information for social, health, and listening support services. The booklet, available in public buildings and distributed by public safety officers, is an important awareness-building tool. An update is planned for 2019.

Special assistance for persons with disabilities during emergency situations

To ensure the safety of vulnerable individuals during an evacuation or other emergency situation, Montreal's fire department (Service de sécurité incendie de Montréal or SSIM) offers an Emergency Evacuation Assistance Programme and invites persons with disabilities and seniors to register. The database allows firefighters to quickly locate and assist those individuals in the event of an emergency. Residents or their helpers may access the SSIM electronic registration form via the municipal website and get assistance from City personnel to complete the registration.

Accommodation for persons with disabilities in the event of a disaster

In collaboration with the City of Montreal's *Centre de sécurité civile*, Westmount regularly updates its *Plan d'urgence, de relève et de missions* (PURM), the municipal emergency measures strategy and procedures. The plan includes the provision of services to residents with reduced mobility or other specific needs.

Adoption of an electronic services to reduce the need to travel

The increased use of online services has made the purchase and renewal of permits and other services much easier, and available from anywhere. This includes overnight parking permits, dog permits, and electronic parking meters that accept distance payments by mobile app. The removal of mechanical parking meters has provided more sidewalk space in the commercial districts, but a few remain, at the request of users of the accessible parking spaces.

4.7 LEGAL SERVICES AND CITY CLERK'S OFFICE

Assistance with document access requests

According to Section 10 of *An Act respecting Access to documents held by public bodies and the Protection of personal information* (chapter A-2.1), if the applicant is a person with a disability, the employee responsible for document access and the protection of personal information must provide reasonable accommodation to enable the applicant to exercise his or her right of access.

Access to electronic council documents online

The public may access a number of official documents on its website, including:

- minutes and audio recordings of all regular and special council meetings;
- minutes from council committee meetings;
- all municipal by-laws via a searchable database.

4.8 SPORTS & RECREATION

Recreational activities adapted to specific demands

All activities offered by the Sports and Recreation Department take into account the particular needs of participants, including those requiring a specific adaptation. The Sports and Recreation Department makes every effort to ensure access for everyone and companions of persons with disabilities attend classes at no cost. In 2017, the department began offering training to lifeguards to offer adapted swimming classes.

Partnership with AlterGo

The Sports and Recreation Department is a partner of AlterGo, the largest Montreal coalition of organizations involved in making recreation, sports, and culture accessible to persons with disabilities. The service is used primarily by day camp participants.

Westmount Recreation Centre

Westmount's municipal sports complex, inaugurated in 2013, was designed for universal access. The centre is equipped with automatic doors, Braille signage, elevator, an outdoor pool with access ramp, as well as fully-accessible washrooms, drinking fountains, showers and locker rooms. In 2015, the department acquired a waterproof wheelchair for use in the showers and swimming pool.

Maintenance programme for the Recreation Centre's cooling towers

A special preventive maintenance programme is in place to prevent conditions that would favour the growth of the Legionella bacterium in the WRC's cooling towers. Persons at particular risk of infection include seniors, smokers, and people suffering from asthma, diabetes or alcoholism.

4.9 PUBLIC WORKS

Safe and accessible pedestrian crosswalks

As crosswalks on arterial and commercial streets are reconstructed, a raised and leveled design is used to improve access for persons with reduced mobility and pedestrians' visibility to drivers, particularly in commercial districts and school zones. These areas are given priority for reconstruction. Certain intersections feature illuminated bollards to make navigation easier for persons with reduced vision.

Accessible and barrier-free sidewalks

Sidewalks are widened during reconstruction, where possible, and are designed using universal accessibility guidelines (free of obstacles, and with appropriate public furniture and signage).

Priority snow removal for corner curb ramps

During snow removal operations, arterial and collector streets, streets with institutions (schools colleges, nursing homes), and street corners are prioritized to facilitate access to curb ramps.

Street and sidewalk maintenance

During spring, summer and fall operations, the streets and sidewalks are kept unencumbered. The temporary occupation of sidewalks and streets by residents and private contractors is controlled through public occupation permits, which ensure proper access for pedestrians via detour routes, as needed.

Accessible and inclusive playground equipment

The Public Works Department has finished replacing wood chips in all of its public playgrounds with an engineered wood fibre mulch that reduces the risks of injuries and meets ADA guidelines (Americans with Disabilities Act) for wheelchair accessibility. Also, adapted swings will be installed in all of the City's playgrounds as the structures are replaced.

New playground equipment is selected to respond not only to childrens' physical needs, but also to encourage social and cognitive development. The City seeks to promote inclusive activities and to provide accessible play spaces. It is understood, however, that each playground may not necessarily respond to every specific need.

Accessible splash pad

A new splash pad was installed in Prince Albert Park in 2016. The play area is fully accessible by wheelchair, on one level and free of obstacles. The water jets can be activated by placing a foot on or rolling over the sensor.

Adapted ping pong and chess tables

In 2016, wheelchair-accessible chess and ping pong tables were installed on cement surfaces in King George Park and in Westmount Park.

Drinking fountains installed at an accessible height

As old public drinking fountains are replaced, new ones are installed at a height accessible by wheelchair and are equipped with universal access devices for easy use.



5. OTHER RESOURCES IN WESTMOUNT

5.1 SHARED SERVICES – PUBLIC TRANSIT

Public transit in Westmount is managed by the Société de transport de Montréal (STM) and the Agence métropolitaine de transport (AMT). The City is well served; currently, eight bus lines go through its territory, and two metro stations are located nearby, including the Vendôme Intermodal Hub.

The Société de transport de Montréal and the Agence métropolitaine de transport each has a universal accessibility policy, available on their respective websites. In addition, the STM and AMT offer adapted transportation services, i.e. door-to-door public transit services, available upon reservation. Users must first be registered to access the services.

Nearby metro stations

ATWATER, Line 1 – Green (Angrignon/Honoré-Beaugrand)
3015 De Maisonneuve Blvd. W., Montreal
2322 Ste-Catherine St. W., Montreal

VENDÔME, Line 2 – Orange (Côte-Vertu/Henri-Bourassa),
5160 De Maisonneuve Blvd. W., Montreal

Suburban trains

VENDÔME metro station

- Montréal/Blainville-St-Jerôme line
- Montréal/Delson-Candiac line
- Montréal/Dorion-Rigaud line

Westmount bus routes

DAY SERVICE	24 Sherbrooke	90 Saint-Jacques
	37 Jolicoeur	104 Cavendish
	63 Girouard	124 Victoria
	66 Boulevard	138 Notre-Dame-de-Grâce

NIGHT SERVICE	356 Sainte-Anne-de-Bellevue
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STM adapted transit

- stm.info/fr/ta / transport.adapte@stm.info / télécscripteur (TTY): 514 280-5308

5.2 COMMUNITY RESOURCES

CONTACTIVITY CENTRE

4695 De Maisonneuve Blvd. W.
514 932-2326

contactivitycentre.org
Facebook.com/contactivitycentre

The Contactivity Centre, a not-for-profit organisation founded in 1972, offers a friendly space for active seniors and a full range of activities and programs – shared meals, classes (tai-chi, watercolours, fitness), excursions and more. Thanks to volunteers, the Centre also has a range of home assistance services, including help with errands, accompaniment to medical appointments, cab-sharing for seniors with limited mobility, as well as a daily phone check service for people living alone. Membership is \$20 per year.

MONTREAL ORAL SCHOOL FOR THE DEAF

4670 Ste-Catherine St. W. info@montrealoralschool.com
514 488-4946

The school assesses the basic needs and capacities of deaf and hard-of-hearing children registered in various school boards in the Montreal region. It also has support groups for hard-of-hearing children aged 6 to 11, hard-of-hearing teenagers aged 12 to 18, as well as their parents.

YMCA RESIDENCE

4039 Tupper St.
514 932-5353

The Residence offers accommodations and meals to a varied client base, including refugees, asylum seekers, homeless persons, as well as Aboriginal persons from Northern Quebec visiting Montreal to receive medical care. It offers orientation and awareness workshops destined to facilitate social integration.

WESTMOUNT YMCA

4585 Sherbrooke St. W.
514 931-8046

The Westmount YMCA centre is a complete health and fitness centre. It also offers specialized fitness programs, including those for people with arthritis and seniors, enabling a smooth reintroduction to physical fitness in a safe and comfortable environment.

Westmount YMCA Youth Zone

Westmount Recreation Centre
4675 Ste-Catherine St. W.
514 989-5252

The Youth Zone is a non-profit centre for youth aged 12 to 17. The Youth Zone is located at the Westmount Recreation Centre and managed in partnership with Westmount YMCA. This community organization is committed to offering fun and engaging social, recreational, cultural, and educational activities in a safe environment. Its members also have access to a homework assistance program, music classes, and cooking workshops. They are invited to show up at any time to meet new friends, have a snack, or do their homework after school. Membership is free, although certain activities may involve fees.