

ACTION PLAN

Concerning Persons With Disabilities

2026



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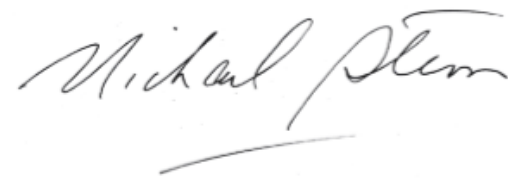
Message From the Mayor

It is with great pleasure that we present our 2026 Action Plan for Persons with Disabilities. This document aims to reduce barriers and promote the full inclusion of persons with disabilities in all aspects of social, professional, and educational life.

I am particularly proud of the initiatives and policies that the City of Westmount has implemented over the years to create an inclusive environment and foster the harmonious integration of all members of our community. These efforts reflect our ongoing commitment to accessibility and the well-being of everyone.

We invite you to consult the 2025 report to learn more about the progress made. We also invite you to explore our objectives for 2026, as well as the permanent services presented in the appendix.

Your ideas and suggestions are valuable and will help us make our city even more accessible and welcoming for all.



Michael Stern
Mayor of Westmount



Michael Stern
Mayor of Westmount

Introduction

The City of Westmount fully supports the mission of the Office des personnes handicapées du Québec (OPHQ), which is to uphold the principles and provisions set out in the Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration (hereinafter referred to as “the Act”). The City is committed to working collaboratively with residents and local stakeholders, with the OPHQ, and with other groups that support persons with disabilities or work to reduce barriers to their social participation. In accordance with section 61.1 of the Act, the City of Westmount hereby submits its 2026 Action Plan.

Action Plan adopted by Westmount City Council on July 7, 2026.

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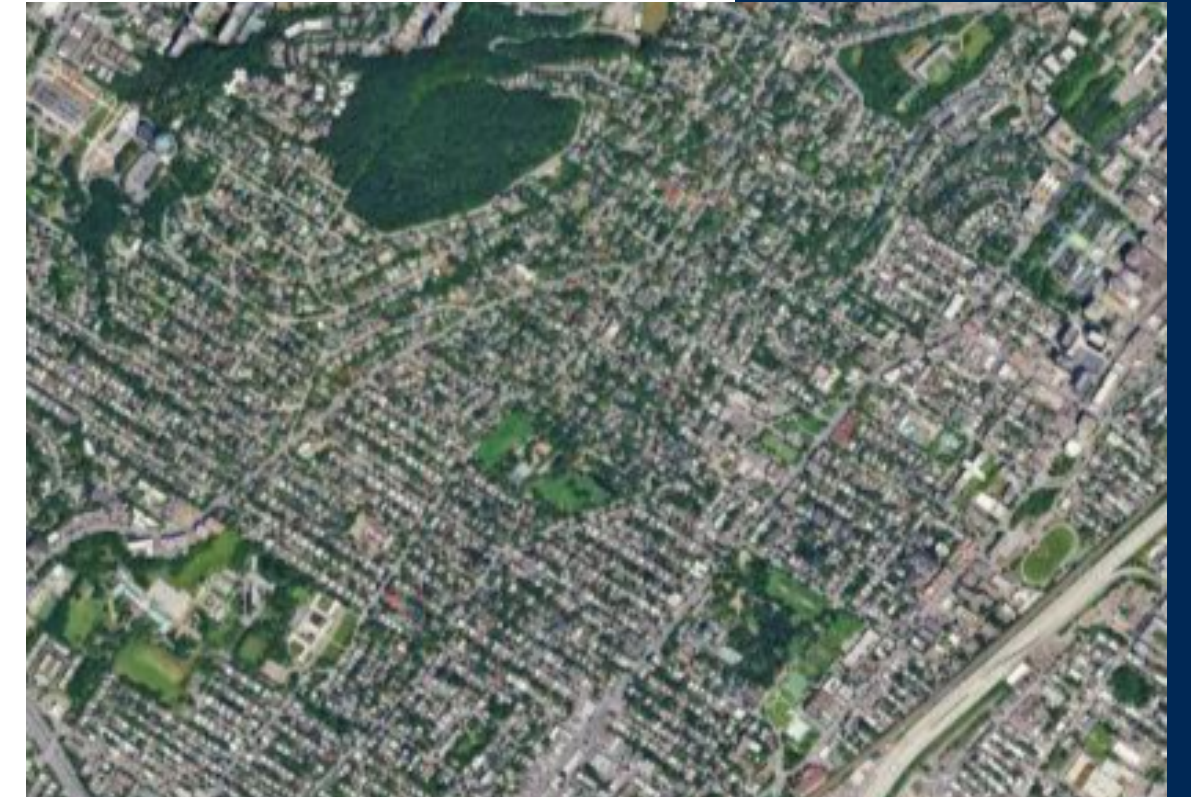
Profile of the City of Westmount

Located on the slopes of Mount Royal, Westmount is an enclave municipality within Montreal with a population of 20,093 residents and an area of 4.02 km². Densely populated and renowned for its high quality of life, it offers a distinctive and peaceful urban environment.

The municipality is particularly noted for its remarkable architectural heritage, shaped by rigorous urban planning regulations governing construction and renovation. It is also characterized by its many green spaces, including Westmount Park, which provides residents with ideal spaces for outdoor activities and relaxation. Its vibrant commercial sector, notably concentrated along Greene Avenue and Sherbrooke Street, contributes to the neighborhood's lively atmosphere through a diverse range of shops, cafés, and local services.

From a municipal administration perspective, Westmount relies on a structure composed of 11 departments. These departments provide essential services such as urban planning, public safety, recreation, communications, and public works, with a focus on efficiency and accessibility for the entire population.

Westmount harmoniously combines heritage, greenery, and urban vitality while maintaining a constant commitment to the quality of life of its residents on the Island of Montreal.



City of Westmount Areas of Activity

The City of Westmount has 11 municipal departments that provide services tailored to the needs of the population.

The Municipal Council and the **Office of the General Director** oversee governance and strategic management, with a particular focus on accessibility and social inclusion. The Office of the City Manager supervises all municipal operations.

The Public Library, along with **Community Events**, offers an inclusive cultural and literary program accessible in heritage-designated venues. **The Sports and Recreation Department** provides a diverse range of physical and recreational activities for all residents.

The Communications Department is responsible for distributing municipal information in both French and English through various channels. **The Human Resources Department** supports City employees and promotes equitable employment practices, particularly through accommodation measures. **The Legal Services and City Clerk's Office** oversees legal matters, the management of official records, claims, and access-to-information requests.

The Urban Planning Department is responsible for land-use planning and development, enforcing regulations related to construction and the preservation of architectural heritage while also considering residential accessibility needs. **The Engineering Department** oversees the design, planning, and maintenance of municipal infrastructure, incorporating accessibility principles. **The Public Works Department** is responsible for the maintenance of public spaces, cleanliness, safety, as well as the management of municipal networks and residual waste.

Hydro Westmount manages electricity distribution throughout the territory and also contributes to certain responsibilities related to signage and traffic management. **The Public Safety Department** works in collaboration with emergency services to provide appropriate and targeted support to vulnerable individuals.

Report 2025

Obstacles	Proposed Objectives	Proposed Measures	Favourable Outcomes	Department	Status
The park pathways, particularly in public playground areas, are in an advanced state of deterioration. *	Improve park pathways and public playground areas to ensure their safety and accessibility.	Repair damaged pathways, widen areas near playgrounds, and improve accessibility for persons with disabilities. *	The percentage of renovated and made-accessible pathways compared to those in 2024.	Public Works	790 linear metres of pathways have been rebuilt in King George and Westmount Parks, representing nearly 30% of the planned work. Ongoing through 2025–2027.
The Municipality's procurement policy does not take into account accessible procurement for persons with disabilities, in accordance with section 61.3 of the Act – Accessible Procurement.	Create a working committee to review the overall procurement policy.	Update the City's responsible procurement policy by referencing section 61.3 of the Act – Accessible Procurement.	Adoption by the Council of a by-law amending By-law 1556.	Finances	Due to Bill 79, establishing the Act respecting contracts of municipal bodies, which is scheduled to come into force in April 2026, the adoption of a procurement policy has been postponed to 2026.
Have the necessary resources (materials, software, equipment) and ensure that employees feel comfortable disclosing their disabilities.	Adapt the workstations of persons with disabilities to ensure an inclusive work environment.	Identify the specific needs of employees and provide appropriate adaptive equipment.	Employee satisfaction with inclusion and workplace accommodations.	Human resources	Ongoing for the year 2025.

*Changes made by the Public Works Department to the description of the obstacle and measure since the 2025 Action Plan.



Report 2025

Obstacles	Proposed Objectives	Proposed Measures	Favourable Outcomes	Department	Status
Some real estate projects do not provide universal accessibility, or are only partially accessible.	Promote universal accessibility in future large-scale real estate projects (e.g., projects of more than 20 units must include 5% accessible housing units).	Regulatory overhaul (2025–2027).	Interventions and regulatory amendments clearly identified in the 2025–2027 regulatory overhaul.	Urban planning	The overhaul will begin this year (2026–2028).
The car culture is significant in our society, and active transportation can sometimes be more difficult for certain individuals.	Plan the redesign of public spaces to meet universal accessibility criteria in the South-East Special Planning Area.	Facilities and street furniture planned in the development guide of the South-East Special Planning District.	Changes to urban design and among individuals resistant to a less car-centric culture.	Urban planning	The South-East Special Planning District is now in effect. Its implementation, which includes the redesign of public spaces, is planned over the medium and long term, between 2028 and 2035.
Not all children are able to communicate effectively in public due to various disabilities, such as autism.	It is recommended to install augmentative and alternative communication (AAC) boards in several children’s playgrounds.	Installation of banners in parks.	When these are in place in several Westmount parks.	Sports and recreation	Banners were printed and installed during spring 2026.

Report 2025

Obstacles	Proposed Objectives	Proposed Measures	Favourable Outcomes	Department	Status
Not all citizens living with disabilities are aware of the City's various assistance and support programmes.	Promote programmes such as <i>Bonjour Westmount!</i> across our various platforms.	Increased awareness of services for seniors. Encourage registration in the Westmount vulnerable persons registry.	An increase in the number of residents enrolled in the two programmes for seniors has been observed. The essential information on these citizens is shared with the Department.	Public safety	The number of registered residents increased by 15% in 2025 compared to 2024. Several examples of assistance calls intended for registered residents were published in the local newspaper.
The municipal website is not fully accessible to all users.	By creating a new website, we aim to provide more visually accessible content.	Redesign and launch of the municipal website with high accessibility standards.	Launch of the new website with the new measures.	Communications	The City's new website was launched in 2025.
It is not possible to access the stage at Victoria Hall without using the stairs.	Install an accessibility feature (e.g., an elevator or ramp) so that the stage is accessible to all persons with reduced mobility.	Select a solution and set an installation date.	Installation of an elevator or access ramp.	Library and Community Events	The project was postponed.

Report 2025

Obstacles	Proposed Objectives	Proposed Measures	Favourable Outcomes	Department	Status
Standard keyboards can pose difficulties for people with physical, sensory, or cognitive disabilities.	Designed to facilitate computer use for people with visual impairments, large-print keyboards feature letter and number keys that are larger than those on a standard keyboard.	Purchase of equipment and advertising for the City and the Library.	Keyboard installed on a public-use computer.	Library and Community Events	Still in the research phase, acquisition is planned for 2026.
The TD Summer Reading Club's Storywalk is not as accessible to people with hearing impairments.	Make the Storywalk in Westmount Park accessible to everyone.	Create a QR code linking to an audio version of the Storywalk.	People with hearing impairments can enjoy the TD Summer Reading Club Storywalk.	Library and Community Events	Still in the research phase; acquisition is planned for 2026.
Library programmes are only accessible to people who are able to physically go to the Library to participate.	Offer live streaming of Library events and programmes.	Purchase the necessary equipment for broadcasting events.	Purchase of equipment, advertising, and an increase in the number of people watching programmes via live streaming.	Library and Community Events	Still in the research phase; acquisition is planned for 2026.

Report 2025

Obstacles	Proposed Objectives	Proposed Measures	Favourable Outcomes	Department	Status
Review the existing documentation. Update details on the customer experience when accessing our public buildings.	Map and carry out the journey of a person with reduced mobility. Validate the services in place, from parking areas and building access (doors), to ramps, vertical transportation, sanitary facilities, and other minimum requirements prescribed by applicable codes.	Engage a professional firm to conduct site visits, inspect the premises, and prepare a report on the current situation. Issue recommendations and cost estimates for the necessary interventions.	Plan a 2026 PTI (Three-Year Capital Works Program) entry covering studies by professional teams. Part of the study may be carried out by the building engineering teams. Prioritize key buildings: City Hall, the Library, greenhouses, Victoria Hall, and the five park chalets.	Building-engineering	This review of the documentation is a multi-year objective.
Reconstruction projects for Claremont Avenue (Sherbrooke and NDG), Lorraine Avenue, Forden Avenue, and the Forden Crescent.	Place an emphasis on pedestrian universal accessibility in infrastructure projects (street reconstruction to ensure improved mobility and safety). Pedestrian crossings are analyzed and optimized to ensure better accessibility and safety.	Sidewalks are rebuilt to a minimum width of 1.5 m or more in areas with high pedestrian traffic. Intersections and pedestrian crossings are designed to be wider, raised, and equipped with tactile warning strips.	Completion of the Forden, Forden Crescent, Lorraine, and Sherbrooke projects.	Engineering-Infrastructure	In 2025, the sidewalks on Forden Crescent/Avenue and Claremont Avenue were widened to 1.5 m. Appropriate pavement markings, including pedestrian crossings and tactile warning plates, were installed in collaboration with our traffic signage specialists.

Action Plan 2026

The 2026 Action Plan reflects the City’s commitment to improving services and will be updated over time to address emerging needs. Additional resources have already been put in place or will be made available to support its implementation.

The following tables present the barriers identified by the various municipal departments, along with the objectives pursued, the measures being considered, and the timelines associated with their implementation.



Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Some real estate projects do not provide universal accessibility, or are only partially accessible.	Promote universal accessibility in future large-scale real estate projects (e.g., projects with more than 20 units must include 5% accessible housing units).	Review of urban planning regulations applicable to real estate projects to promote the integration of accessible housing in new developments (2026–2028).	Interventions and regulatory amendments clearly identified in the 2026–2028 overhaul.	Urban planning	Ongoing from 2026 to 2028.
The car culture is important in our society, and active transportation can sometimes be more difficult for some people.	Plan the redesign of public spaces in accordance with universal accessibility criteria in the South-East Special Planning District.	Planning and redevelopment of public spaces in the Southeast sector.	Changes to urban planning and among individuals resistant to a less car-centric culture.	Urban planning	Ongoing until 2035.
People with visual impairments do not always have access to certain sports activities.	Provide equipment such as audible balls to enable people with visual impairments to participate in sports activities.	Purchase of accessories to be made available upon request.	Number of assistive audio devices in stock for persons with visual impairments.	Sports and recreation	During the year 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Job postings sometimes contain non-essential requirements or wording that may discourage persons with disabilities.	Make job postings more inclusive and free of unnecessary barriers.	Review each job posting to identify and remove non-essential physical requirements (e.g., ability to lift 20 kg). Ensure that a statement is included encouraging persons with disabilities to apply.	Positive feedback from candidates or employment partners. Number of applications received from persons with disabilities.	Human resources	Ongoing throughout 2026.
Some citizens are unable to make specific requests regarding accessible parking.	Identify where to submit a request for accessible parking to the City.	Creation of an online form (Citizen Portal) to submit requests.	Creation of the online form.	Public safety	To be completed in 2026.
Some citizens are not aware of all the available resources.	Facilitate access to information on services offered to seniors with disabilities.	Organizing a seniors' fair at Victoria Hall.	Organization of the fair and strong participation.	Public safety	To be completed in 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
We continue to receive complaints about hazardous sections of sidewalks presenting tripping hazards, particularly in the southern sector of the City, where the presence of businesses results in heavy pedestrian traffic.	Renew the annual contract for the repair of damaged sidewalks and roadways in order to improve safety and the condition of infrastructure.	Carry out the reconstruction of deteriorated sections using an enhanced budget of \$500,000 (before taxes), prioritizing high pedestrian traffic areas in the southern sector of the City.	Full use of the allocated budget, enabling the maximization of roadway and hazardous sidewalk repair areas. Resident, business, and user satisfaction resulting from the reconstruction of localized sidewalk sections and pedestrian crossings that would otherwise have continued to present tripping hazards.	Engineering–Infrastructure	The annual resurfacing contract is expected to be carried out this year between early June and mid-November, subject to receiving at least one compliant bid.
The elevators in several municipal buildings are aging, unreliable, and nearing the end of their service life.	Upgrading three elevators (two at Public Safety and one at Victoria Hall) and adding a platform lift for stage access (48-inch height).	Tenders will be issued this year, and the work is expected to begin during the 2026 construction season.	The final outcome will be compliant and fully functional elevators, meeting applicable standards and improving accessibility for persons with reduced mobility.	Engineering–Building	During the year 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Integrating pedestrian accessibility into all 2026 road projects may be complex and could limit user comfort.	Maintain a minimum sidewalk width of 1.5 metres, which is suitable for persons with reduced mobility as well as families with strollers. Ensure that the design of pedestrian pathways incorporates measures aimed at improving user safety.	Ensure that all road reconstruction projects are reviewed and, where possible, incorporate features that promote pedestrian accessibility.	Construction of wider sidewalks (1.5 m) improving pedestrian mobility. Installation of raised pedestrian crossings improving pedestrian safety.	Engineering–Infrastructure	During the year 2026.
Continue the repair and reconstruction of public stairways closed due to deteriorated handrails or structural condition.	Two additional public stairways were added to the 2026 work program (Thornhill/Stanton and Mount Pleasant/Holton), both closed due to deteriorated handrails or structural condition.	Tenders for the two additional stairways will be issued this year, and the work is expected to begin during the 2026 construction season.	The Thornhill/Stanton and Mount Pleasant/Holton stairways are currently being designed by professional firms in coordination with the Engineering Department, with construction scheduled to begin in 2026.	Engineering–Building	During the year 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Standard keyboards can pose difficulties for people with physical, sensory, or cognitive disabilities.	Designed to facilitate computer use for people with visual impairments, large-print keyboards feature keys that are larger than those on a standard keyboard.	Purchase of equipment and promotional and advertising activities.	Keyboard installed on a public-use computer.	Library and Community Events	During the year 2026.
Library programmes are only accessible to people who are able to travel on-site to participate.	Provide live streaming of Library events and programmes.	Purchase of equipment, promotion of activities, and increased viewership of programmes via live streaming.	Number of programmes broadcast live. Participation and audience for online activities. Use of remote broadcasting tools.	Library and Community Events	During the year 2026.
Library programmes are less accessible to people with hearing impairments.	Implementation of T-coil technology to improve programme accessibility for persons with hearing impairments, currently limited in scope. Study of a solution to equip the entire room.	Purchase of equipment and promotional and advertising activities.	Installation of T-coil technology in Westmount Hall.	Library and Community Events	During the year 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Some signage is not suitable or inclusive for children and adults.	Improve the accessibility and comprehensibility of signage for all users.	Design a non-verbal communication board. Install this board in front of the recreation center.	Design, creation, and installation of the board in front of the Recreation Centre.	Communications and Sports and Recreation	During the year 2026.
Lack of adapted communication tools for citizens with visual impairments.	Provide an additional communication method accessible to citizens with visual impairments.	Develop a chatbot on the website. Integrate written and voice responses.	Creation and launch of the tool.	Communications	Summer 2026.
Lack of information on citizens' communication and accessibility preferences and needs.	Better understand citizens' communication habits and assess their accessibility needs.	Conduct a survey of the population on the City's communications, the channels used (website, social media, newsletters, etc.), and accessibility needs (formats, comprehension, adapted tools).	Survey participation rate. Analysis of the results to guide communications and accessibility actions.	Communications	Spring and Summer 2026.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Lack of awareness and understanding of the potential and needs of persons with disabilities within the City and among the public.	Improve awareness, training, and information sharing in order to better highlight the needs and potential of persons with disabilities.	Publications on the City's communication platforms (social media, website, newsletter) for National AccessAbility Week and the International Day of Persons with Disabilities. Sharing of news and links from the Office des personnes handicapées du Québec (OPHQ) in the monthly employee newsletter and on the intranet.	Frequency of accessibility- and disability-related content shared. Engagement rates (clicks, views, interactions) on published content.	Communications	Occasional activities: National AccessAbility Week and International Day of Persons with Disabilities. Ongoing activities: Throughout the year (monthly newsletter and intranet updates).
Emergency, public health, and civil security communications are not always accessible or adapted to persons with disabilities.	Ensure emergency communications are accessible, clear, and adapted to persons with disabilities.	Disseminate emergency communications (e.g. heat/cold waves) through City platforms in accessible formats. Collaborate with public safety services to ensure information accessibility. Adapt communication tools and procedures for different emergency situations.	Accessible emergency communications are distributed quickly and reach the target populations. Collaborations with public safety services. Confirmation that target populations have received emergency information.	Communications and Public Safety	Ongoing: Throughout the year. As needed: During emergency situations.

Action Plan 2026

Obstacles	Proposed Objectives	Measures	Success Indicators	Department	Timeline
Snow accumulation left by contractors in accessible parking spaces poses a safety risk to users.	Ensure that accessible parking spaces are properly cleared of snow and that snow from snow removal operations is not left in these areas by contractors.	Monitoring of private contractors and parking areas.	Well-cleared parking spaces and reduced hazards for users.	Public Works and Public Safety	Fall 2026 and winter 2027.
The Municipality's procurement policy does not take into account accessible procurement for persons with disabilities, in accordance with section 61.3 of the Act – Accessible Procurement.	Create a working committee to review the overall procurement policy.	Update the City's responsible procurement policy by referencing section 61.3 of the Act – Accessible Procurement.	Adoption by Council of a by-law amending By-law 1556, incorporating the provisions of Bill 79 and accessibility for persons with disabilities.	Finances	Committee creation: summer 2026. Adoption and rollout: summer 2027.

Other Resources

In addition to municipal services, Westmount residents have access to a variety of resources and services that support their mobility and social participation.

PUBLIC TRANSPORTATION

STM and exo

Public transportation in Westmount is managed by the Société de transport de Montréal (STM) and exo (formerly the AMT). The city is well served: eight bus routes run through its territory, and two metro stations are located nearby, including the intermodal Vendôme station (metro, bus, commuter train). Both the STM and exo have universal accessibility policies available on their websites. Additionally, both offer adapted transportation services—door-to-door public transit available by reservation. All users must be registered in advance to be eligible for these services.

STM Adapted Transportation

- Website: stm.info
- Email: transport.adapte@stm.info
- TTY (Text Telephone): 514-280-5308

Exo - Paratransit

- exo.quebec/fr/accessibilite
- 514 287-TRAM (8726)

Nearby Metro Stations

- **ATWATER**, Line 1–Green (Angrignon / Honoré-Beaugrand), 3015 De Maisonneuve Boulevard West, Montreal, 2322 Sainte-Catherine Street West, Montreal
- **VENDÔME**, Line 2–Orange (Côte-Vertu / Henri-Bourassa), 5160 De Maisonneuve Boulevard West, Montreal

Other Resources

Bus Lines

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

Suburban Trains

Vendôme Intermodal Station:

- Montreal / Blainville–Saint-Jérôme Line
- Montreal / Delson–Candiac Line
- Montreal / Dorion–Rigaud Line



Resources in the Community

Contactivity Centre — 4695, De Maisonneuve O. Boulevard, contactivitycentre.org

514 932-2326 facebook.com/contactivitycentre

Founded in 1972 as a non-profit organization, the Contactivité Centre provides a welcoming space for seniors, promoting social engagement, mental and physical health, and autonomy. A wide range of activities and programmes are offered, including communal meals, classes (tai chi, watercolour painting, fitness), excursions, and more. Thanks to volunteers, the Centre also provides home support services such as assistance with grocery shopping, accompaniment to medical appointments, shared taxi rides for individuals with reduced mobility, and daily phone check-ins for seniors living alone. Annual membership fee: \$20.

Montréal Oral School for the Deaf — 4670, Sainte-Catherine O. Street, 514 488-4946 info@montrealoralschool.com

The school conducts assessments of the needs and abilities of deaf and hard-of-hearing children enrolled in various school boards in the Montreal region. It also offers support groups for hard-of-hearing children aged 6 to 11, adolescents aged 12 to 18, as well as for their parents.

YMCA Residence — 4039, Tupper Street, 514 932-5353

The Residence provides accommodation and meals to a diverse clientele, including refugees, homeless individuals, and Indigenous people from the Quebec Far North. It offers orientation and awareness workshops designed to facilitate integration into society.

YMCA de Westmount — 4585, Sherbrooke O. Street, 514 931-8046

The YMCA Westmount Centre is a comprehensive health and fitness facility. The centre also offers specialized programmes, including those for people with arthritis and seniors, providing a gentle reintroduction to physical conditioning in an environment where everyone feels comfortable and safe.

Zone Jeunesse du YMCA de Westmount — 4675, Sainte-Catherine O Street. 514 989-5252

The Youth Zone is a non-profit centre for young people aged 12 to 17, located at the Westmount Recreation Centre and managed in partnership with the YMCA of Westmount. It offers fun and engaging social, recreational, cultural, and educational activities in a safe environment. Youth benefit from programs such as homework assistance, music lessons, and cooking workshops. They are welcome to visit the centre at any time to meet new friends, have a snack, or do their homework. There is no membership fee.



Prepared by the Communication Department of the City of Westmount
April 2026