

2018 ACTION PLAN

CONCERNING PERSONS WITH DISABILITIES



VILLE DE | CITY OF
WESTMOUNT



A WORD FROM THE MAYOR

Christina M. Smith

I am proud to share with you the City of Westmount's 2018 Action plan for persons with disabilities.

Universal accessibility concerns all of us, and our City Council strives to make our environment as barrier-free as possible. This action plan reaffirms Westmount's commitment to the full inclusion of all of our residents into social and community life.

The City has already made significant strides in terms of accessibility, as this annual report will certainly convey. There is always room to aim higher, however, and find new ways to enable each person to fully participate in the community and make a unique contribution. Take time to become familiar with our past achievements and upcoming accessibility goals.

A handwritten signature in black ink, reading "Christina M. Smith". The signature is stylized, with the first letters of the first and last names being capitalized and prominent.

Christina M. Smith
Mayor, City of Westmount

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2018 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 2018 Action Plan.

1.1 DEMOGRAPHIC PROFILE

Based on data provided by the *Ministère des Affaires municipales, des Régions et de l'Occupation du territoire*, the City of Westmount's population was 20,780 in December 2017. According to the results of the 2011 census, the proportion of the Canadian population living with disabilities of various type or severity is approximately 32%. We can therefore estimate that more than 6,600 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. In light of this, the City of Westmount is cognizant of the importance of meeting the needs of a significant segment of its population.

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 fostering participation in community life by adapting its services as much as possible and constantly improving them. The Director General's Office and the municipal council are attentive to requests from residents, and 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 the territory of Westmount. As a City with a long tradition of protecting its built environment, 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 assist visitors to encourage their participation in activities and their social integration generally. 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 in an effort to reach all members of the community. Maintaining and expanding its range of print and electronic tools, including social media and emerging technologies, is therefore a priority. 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 as well as 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, which studies and proposes policies concerning traffic and parking.

1.2.5 Human Resources Department

Westmount is an equal opportunity employer committed to meeting the specific needs of individuals with disabilities that join its team. Candidates are welcome to specify any particular needs they have when applying for a position.

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. For example,

Public Safety officers pay particular attention to the health needs of vulnerable people (senior individuals, persons with reduced mobility, persons with a mental illness) during extreme heat or cold events, and may offer advice or help getting home, when needed. The department also has a programme to reduce the social isolation of seniors in the community.

1.2.7 Legal Services and City Clerk's Office

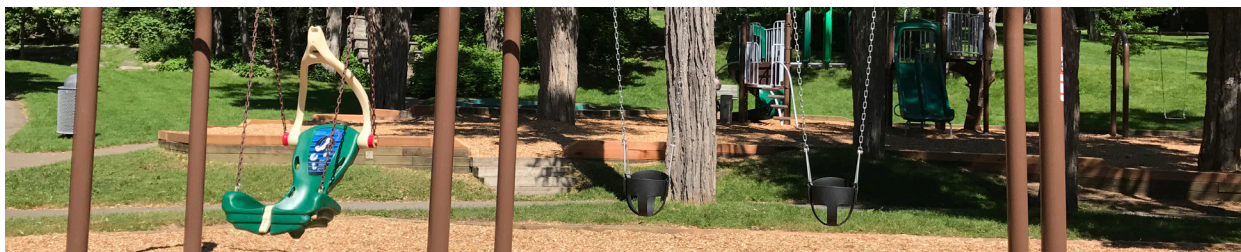
The City's Legal Services and City Clerk's Office is made up of three components: legal services, the City Clerk's Office, and the municipal archives. It is responsible for all of the City's legal affairs, its corporate secretariat, and the conservation of municipal documents. The Office works in close 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 an ideal living environment. With its personalized approach, the Department's team is always pleased to reply to questions and comments from the public regarding the range of sports and recreation activities offered by the City of Westmount. The Department adapts its equipment and its activities, where possible, to meet the specific physical and mental needs of participants.

1.2.9 Public Works Department

The Public Works Department is responsible for the design, planning, construction and maintenance of the City's infrastructures to ensure the comfort and the safety of residents, businesses, and institutions. Public Works planning takes into account the accessibility of all public places, including streets, sidewalks, parks and playgrounds.



2. 2017 REPORT - SPECIFIC ADVANCEMENTS

2.0 URBAN PLANNING

Study on the universal accessibility of places of worship

OBSTACLE: Unequal access to places of worship in Westmount
GOAL: Make all places of worship accessible
COMPLETED: One ramp project completed in 2017; study underway

Westmount has thirteen places of worship of various denominations within its territory. Several of these places are fully accessible, others not. Of the latter, one building was brought up to standard in 2017 - Westmount Park Church. Although congregations do plan for accessibility, their buildings are subject to rigorous building standards; with the help of a study, the City is seeking solutions that may be integrated into upcoming regulatory revisions.

2.1 WESTMOUNT PUBLIC LIBRARY

Adoption of a digital app that provides access to magazines

OBSTACLE: Travel required to consult the Library's magazine collection
GOAL: To make a selection of popular magazines available on mobile devices
COMPLETED: January 2017

Library members now have access to the **RBdigital** app, which allows a selection of popular magazines to be read by tablet, smart phone or computer. The magazines can be downloaded directly to a device and read at any time, from anywhere. So far, the service has been very popular and users express a high level of satisfaction with the service.

Additional adapted computer workstations

OBSTACLE: Insufficient number of work stations of the proper height for wheelchair users
GOAL: Increase the number of computer work stations overall, and the number of accessible work stations
COMPLETED: September 2017

Taking into consideration the expressed needs of its users, the Library took advantage of a scheduled renovation to increase the number of computer work stations available to the public. One elevated work station has been kept for those that prefer to work standing, but the others were converted to sitting height and are accessible to persons using wheelchairs.

2.2 COMMUNICATIONS

Development of a web page on accessibility for the municipal website

- OBSTACLE: Lack of information concerning local programmes and services available to persons with disabilities; lack of resources to gather and prepare the information
- GOAL: Prepare and build a web page dedicated to community resources of interest to persons with disabilities and seniors
- COMPLETED: *Mostly completed in 2017*; the page will be enhanced in 2018

Apart from the publication of the annual action plan on accessibility and the *Access Westmount* Guide, the municipal Website provides a limited amount of information specific to persons with disabilities and seniors. The Communications Division wants to develop the page dedicated to the the action plan and include a list of local services and other relevant resources.

The action plan page was renamed “Accessibility” and includes links to important resources concerning adapted public transit and housing, health, home adaptation programmes and services, culture, sports and recreation, accessible travel, and more.

2.3 PUBLIC SECURITY

Improved visibility of accessible parking spaces

- OBSTACLE: Misuse of parking spaces reserved for persons with reduced mobility, particularly during the winter
- GOAL: Improve the visibility of the City’s accessible parking spaces
- COMPLETED: 2017

In 2017, the Public Security Department observed a number of complaints concerning the improper use of marked accessible parking spaces, which prevented eligible drivers from using them, as well as complaints from drivers that had received tickets after failing to notice the signage for the accessible spaces. The City designed new markings and painted its 42 accessible parking spaces with a blue and white wheelchair pictogram on the asphalt, plus blue lines to delineate the limits of the parking spaces. The adjacent parking meters were also painted blue.

2.4 LEGAL SERVICES AND CITY CLERK’S OFFICE

Developpement of a new website section dedicated to the City archives

- OBSTACLE: Access to information - travel required to consult the public archives
- GOAL: Enable access to the archives online in conformity with Quebec’s legal guidelines, including the protection of personal data
- COMPLETED: Partially complete; the documents were digitalized in 2017 and will be available online in 2018 and some in 2019

The project to create a section for the municipal archives has evolved since January 2017 and the new goals for 2018 are described in section 4.7.

2.5 SPORTS & RECREATION

Training of lifeguards to teach adapted swimming

OBSTACLE: Lack of qualified personnel to teach adapted swimming
GOAL: Encourage participation in municipal aquatic activities
COMPLETED: Summer 2017

Following a request for special swimming lessons in 2016, which required hiring a lifeguard from outside, the City provided training to four of its lifeguards and is now able to provide adapted swimming lessons.

2.6 PUBLIC WORKS

Installation of adapted playground equipment in King George Park

OBSTACLE: Lack of certain adapted play equipment in some public playgrounds
GOAL: Continue to increase the availability of adapted play equipment in all of the City's playgrounds
COMPLETED: 2016-2018; King George Park completed in summer 2017

The Public Works Department installed new accessible play structures in King George Park in 2017 adapted to children with reduced mobility, including an adapted swing that complies with ADA (American Disability Association) standards.



3. 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 achieving universal accessibility. The projects and programmes listed below were implemented prior to 2017, and may be revised and improved.

3.0 DIRECTOR GENERAL AND CITY COUNCIL

Transportation Advisory Committee

The Transportation Advisory Committee, composed of elected officials and city employees representing the Public Works, Hydro-Westmount, and Public Safety departments, receives and analyzes ad hoc requests for new or modified parking spaces reserved for persons with disabilities as well as drop-off zones reserved for paratransit buses. The Committee's recommendations are submitted to City Council. The Committee favours the implementation of exclusive pedestrian phases at busy intersections to better protect everyone and particularly individuals with limited mobility.

Municipal building restoration programme

Since 1992, Westmount City Council has engaged in a restoration programme for its public buildings, calling upon expert help to optimize accessibility while ensuring the conservation of the heritage 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, which is responsible for the preservation of the built environment.

3.1 URBAN PLANNING

Development of parks in Westmount

Westmount's parks are designed to provide maximum access to persons with reduced mobility through wide paved pathways, accessible washrooms, a sufficient number of benches and adequate lighting. Improvements to parks and playgrounds are planned with universal access in mind.

Access Westmount Guide

Prepared by the Urban Planning Department, the Access Westmount Guide lists accessible buildings, public and private, within the City's territory. A significant update of the guide is planned in 2018 and described in article 4.1.

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. Complementing the Planning Program, this master plan favours the development of cycling and pedestrian networks and takes into consideration the specific barrier that sloped streets present for persons with reduced mobility. It also puts forth principles that will result in the ongoing improvement of streets, sidewalks and intersections through the reduction of barriers and obstacles 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. Thanks to a new partnership in 2017, the City expects to reduce the intervention time for RAAP inspections and improve customer service.

3.2 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 youth to facilitate access and learning of new technologies.

Home 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, such as historic postcards, photos, or other rare documents, are now available through an electronic multitouch table, which enables users to interact with digital versions of the documents. The technology makes it possible to touch images as if it were a giant iPad, and enlarge images and texts as needed using one's fingers, offering new possibilities to people with vision-related disabilities. The touch table also includes videos, audio files, and quizzes.

Accessible display bookcase for new acquisitions

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

Audio and digital books available via the OverDrive application

Library members can now download a wide selection of audio and digital books through the OverDrive app. Books can be read or listened to on a computer, tablet, or smart phone anytime, 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 tool to foster greater community integration.

3.3 COMMUNICATIONS

Ongoing evolution of electronic media and communications

The City is diversifying its communications tools in an effort to reach as many residents as possible. With the rapid development of electronic media, the Communications Division is working hard to increase the number of subscribers to the City's municipal newsletter and social media accounts and to maintain the quality of the information published.

Social media has been shown to be an excellent tool to foster dialogue between residents, elected officials and City administrators, as well as to foster social integration. Digital inclusion increases participation in social and democratic living, particularly for marginalized groups.

Information for new residents

The City offers an array of municipal information on its website to help orient new residents and encourage them to participate in community life. The documents, also available in print form, help newcomers become familiar with the services and activities offered by the City and foster integration in the community.

3.4 HYDRO WESTMOUNT

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

Hydro Westmount maintains a list of priority residents with specific medical needs who rely on electricity for certain treatments such as oxygen therapy. The list is always consulted prior to planned service interruptions and residents are advised in advance of any interventions planned in their sector. Hydro Westmount uses every measure possible to ensure continuous service for those homes.

3.5 HUMAN RESOURCES

Policy of equal opportunity hiring and adapting 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!* Distributed to employees, the guide clearly defines workplace harassment and explains procedures to be followed when reporting an incident or requesting an intervention. The City regularly organizes training sessions for its personnel on preventing psychological harassment in the workplace.

3.6 PUBLIC SECURITY

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 try 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 services such as daily phone checks for vulnerable seniors. Where possible, officers carry out monitoring visits to certain seniors to 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 seniors in the community 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.

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 City of Westmount website. If required, a Westmount employee will assist them in completing the electronic registration form.

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 anticipates ways of providing services to residents and specifically to persons with reduced mobility or other specific needs.

Adoption of an electronic parking payment system

In the summer of 2016, the City launched a new electronic parking system using a technology that enables payment by license plate number instead of by parking space. The old mechanical parking meters were replaced by electronic pay stations that offer multiple payment methods, including distance payment by mobile app. The removal of the parking meters has provided more sidewalk space in the commercial districts and the new pay stations were installed away from the path of wheelchairs. At the request of users, however, the old meters located next to accessible parking spaces have remained in use for those that wish to avoid the extra distance to the pay stations.

Adoption of an online dog permit and payment system

The Public Safety Department, in collaboration with the Information Technologies Department, set up a new online dog license system, facilitating the acquisition and renewal of permits through the City of Westmount's website. In addition, residents now receive a permanent tag for their dog. It is no longer necessary to travel to acquire or renew a dog license.

3.7 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, upon request, to enable the applicant to exercise his or her right of access.

Access to minutes and audio recordings of council meetings

All regular and special City Council meetings are recorded. The recordings and minutes are posted on the City's website, and may be consulted at any time, from anywhere.

Search engine for municipal by-laws

Residents and other users can now consult most municipal by-laws online. The search engine, introduced in 2016, enables users to rapidly find documents by conducting a search by key word, topic, by-law number, or date. The by-laws are thus more accessible to persons with reduced mobility and easier to read for persons with visual impairment.

3.8 SPORTS AND 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. Companions of persons with disabilities attend classes at no cost.

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, which opened in 2013, meets the latest standards in accessibility. The centre is equipped with automatic doors, signage in Braille, an elevator, an outdoor pool with access ramp, as well as washrooms, drinking fountains, showers and locker rooms designed for universal access. In 2015, the department acquired a waterproof wheelchair, designed for use in showers and swimming pools.

Maintenance programme for the Recreation Centre's cooling towers

Following the outbreak of Legionnaires' disease in Quebec City in 2012, a special preventive maintenance programme was implemented for the Westmount Recreation Centre's cooling towers to eliminate conditions that would favour the growth of the Legionella bacterium. People with weakened immune systems, including seniors, people suffering from asthma, diabetes, or alcoholism, as well as people who smoke are most likely to be infected. This maintenance work is integrated into the regular service contracts and the annual budget of the WRC.

3.9 PUBLIC WORKS

Safe and accessible pedestrian crosswalks

As crosswalks on arterial and commercial streets are reconstructed, a new raised and leveled design is used to facilitate access to persons with reduced mobility and to improve pedestrians' visibility to drivers, particularly in commercial districts and school zones. Priority has been given to zones with heavy pedestrian traffic, commercial districts and school zones. Certain intersections feature illuminated bollards to make navigation easier for persons with vision impairments.

Accessible and barrier-free sidewalks

Sidewalks are widened during reconstruction, where the street space permits, and are designed within the guidelines of universal accessibility - clear of obstacles as much as is possible, and using 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 for individuals with limited mobility.

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 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.

Adapted ping pong and chess tables

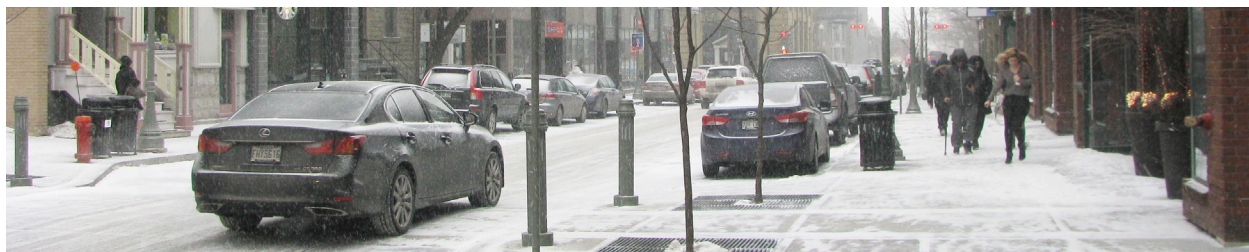
In 2016, wheelchair accessible chess and ping pong tables were installed on cement surfaces in King George Park and in Westmount Park.

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.

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.



4. OBJECTIVES FOR 2018

4.0 URBAN PLANNING

New website section for building permit applications

OBSTACLE: Travel required to City Hall for consultations and applications
 GOAL: Upgrade the City website with additional documentation accessible to the public
 TIMETABLE: *Partially completed*; a redesign of the website section is planned in 2018

By 2017, a consultable database of building permit regulations was already available on the City's website. In 2018, a graphic and structural redesign of the website section will be carried out, and new information added, including guidelines, procedures and reminders for construction, renovation and demolition permits, will be added. This will allow residents to consult and advance their dossiers from home.

Access Westmount Guide: update and redesign

OBSTACLE: Uneven accessibility to public and commercial buildings in Westmount
 GOAL: Provide more complete information on building accessibility city-wide
 TIMETABLE: 2018

The Urban Planning Department produces a bilingual directory of public, private and commercial buildings in Westmount that are wheelchair accessible. Published annually, the goal is to list all of the accessible facilities and parks. It is also intended for anyone with temporary or permanent disabilities, including parents with children in strollers, as an aid to easier mobility in Westmount. The guide will undergo a major upgrade to include new information and a different presentation, to better reflect the changes in the City.

4.1 COMMUNICATIONS

Diversification and enhancement of municipal communications

OBSTACLE: Isolation of persons with reduced mobility and decline of print media
 GOAL: To reach many more residents, particularly those that are less mobile, through the use of electronic media
 TIMETABLE: 2017 et 2018; partially completed

The Communications Division has been steadily developing the City's social media profile and electronic newsletter to reach as many residents as possible. Social media tools can encourage dialogue between residents, elected officials and municipal administrators, promote

participation in community events and foster social integration. Since the November 2017 municipal election, the Communications Division has been supporting new council members in utilizing their social media accounts.

4.2 HYDRO WESTMOUNT

Online transactional services

OBSTACLE: Travel required to sign up for certain Hydro services
GOAL: Offer a greater number of customer services online
TIMETABLE: 2018

Hydro Westmount is working with the City's Information Technologies Department to develop a new web portal that will include online transactions and thus eliminate unnecessary travel.

4.3 PUBLIC SAFETY

Adoption of a new online parking permit system

OBSTACLE: Travel required to obtain a parking permit
GOAL: Install a new registration system that will allow residents to obtain and pay for their parking permits online
TIMETABLE: 2018

The Public Safety Department, in partnership with the Information Technologies Department, will set up a new online system for permit renewals using the municipal website. This will reduce or eliminate travel and wait time.

4.4 LEGAL SERVICES AND CITY CLERK'S OFFICE

Development of a website section dedicated to the City's archives

OBSTACLE: Access to information; travel required to consult Westmount's public archives
GOAL: Provide online access to the City archives while complying with Quebec law, particularly concerning the protection of personal information
TIMETABLE: 2018 and 2019

The Archive Division of Legal Services and City Clerk's Office is planning a new website section to promote the long and rich history of Westmount, once known as the City of Côte-St-Antoine. The project includes completing the inventory of municipal archives and sharing the many photos, documents, artefacts and other information collected over the years. Once online, the new website section will help close some of the information gaps and allow researchers, historians and local history buffs to photos to access the archives directly.

The projet, started in 2017, has grown to include the digitization of 19th- and 20th-century geographical maps. In addition, the new website section will feature the latest municipal archive management policies, including a document classification plan, conservation calendar and digitization policy.

Online publication of historic property valuation rolls

OBSTACLE: Access to information; travel required to consult the archives
GOAL: To provide public access to previous valuation rolls for research or financial purposes
TIMETABLE: underway, 2018 et 2019

The Archive Division of the Legal Services Department completed the digitization of all of the historic valuation rolls. A new website section will allow residents and other users to consult them online.

4.5 PUBLIC WORKS

Installation of adapted playground equipment in Prince Albert Park

OBSTACLE: Lack of adapted playground equipment in some of the City's parks
GOAL: To continue its project to increase the availability of adapted play equipment in all of the City's public playgrounds
TIMETABLE: 2018

The Public Works Department will install a new play structure that is fully accessible to children with reduced mobility in Prince Albert Park. This will include an adapted swing that meets ADA (American Disability Association) standards. All of the City's public parks will eventually feature at least one of the adapted swings, as the old structures are replaced. Prince Albert Park also has an accessible splash pad, which was installed in 2016.

Significant renovation of a public building

OBSTACLE: Some portions of the municipal greenhouse complex are inaccessible
GOAL: Take advantage of a necessary renovation to rethink the space and increase the accessibility of the facility
TIMETABLE: 2018-2019

The historic Westmount Conservatory and its complex of production greenhouses are now closed for significant repairs following damage to part of the glass roof. Located between the public library and the Victoria Hall community centre, the Conservatory will be renovated in 2018 and 2019, and the production houses rebuilt at a later date. The Public Works Department is working with experts to ensure universal accessibility while preserving the building's heritage architecture.

Installation of a wheelchair ramp and automatic door at the Greene Avenue Community Centre

OBSTACLE: Currently, Centre Greene is wheelchair accessible only via the rear entrance
GOAL: Enhance the Centre's accessibility
TIMETABLE: 2018

A new ramp and automatic door will be installed at Centre Greene's front entrance to better accommodate individuals with reduced mobility. The Centre, which offers social and cultural activities for children and adults, is located on a slope, which has been a challenge in overcoming the adaptation of the front entrance.



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	

5.2 COMMUNITY RESOURCES

CONTACTIVITY CENTRE

4695 De Maisonneuve Blvd. W.
514 932-2326

contactivitycentre.org
Facebook.com/contactivitycentre

This non-denominational and non-profit organisation has been serving seniors in the community since 1972. The Centre gives seniors the opportunity to participate in various community events, tours, and trips. The Contactivity Centre also offers Westmount seniors a full range of activities and programs, including community meals twice a week, classes ranging from tai-chi to history, day trips, restaurant outings, crafts, bridge games, chess, and watercolour classes. The Centre has a range of home assistance services as well, including help with errands, accompaniment to medical appointments, a cab-sharing service for seniors with limited mobility, as well as a daily phone check service for people living alone. There is also an information and referral service on various issues related to seniors. The membership fee 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.

THE OPEN DOOR

4006 Dorchester Blvd. opendoortoday.org
514 939-1970

The Open Door is a day centre offering services for low-income and homeless people (food and clothes; laundry service; day shelter; counselling and referral to social, medical, or legal services, mental health professionals, or substance abuse treatment centres). The centre also provides assistance in obtaining free eyeglasses and haircuts.

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.