

2019 ACTION PLAN

CONCERNING PERSONS WITH DISABILITIES



VILLE DE | CITY OF
WESTMOUNT



A WORD FROM THE MAYOR

Christina M. Smith

I am pleased to share with you the City of Westmount's 2019 Action plan for persons with disabilities.

Our City Council is committed to ensuring a barrier-free environment for its citizens that fosters social participation. This annual report summarizes the municipality's past efforts in accessibility and suggests upcoming actions that will further enhance City life and encourage each individual to make his or her unique contribution to the community.

With any plan, there is always room for improvement. I therefore invite you to become acquainted with this document and to share your ideas and efforts to improve accessibility in Westmount.

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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2019 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 20,938 residents in December 2018. 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. 2018 REPORT: SPECIFIC ADVANCEMENTS

2.0 URBAN PLANNING

Study and public consultation on Westmount's places of worship in anticipation of a regulatory review

OBSTACLE: Unequal access to places of worship in Westmount
GOAL: Encourage and enable universal access for all places of worship
COMPLETED: Study carried out in 2018; review of local regulations planned for 2019

Westmount has thirteen places of worship of various denominations within its territory, some of which are fully accessible, and others not. After completing an inventory of this group of heritage buildings, the City carried out a study and a public consultation in 2018 concerning their potential future uses. It is currently planning a revision of by-laws pertaining to the zoning of these buildings, their architectural preservation and their accessibility.

2.1 WESTMOUNT PUBLIC LIBRARY

Adoption of a digital application that provides access to newspapers

OBSTACLE: Frequent travel required to consult newspapers
GOAL: Continue to increase the selection of digital material for distance reading
COMPLETED: October 2018

Library members now have access to the **PressReader** app, which provides access to a wide selection of downloadable newspapers and news magazines from around the world.

2.2 COMMUNICATIONS

Redesign and improvement of the City's website page on accessibility

OBSTACLE: Lack of centralized information on programmes and services available to persons with disabilities; limited City resources to gather and prepare the information
GOAL: Offer as much information as possible to the community concerning all the resources available to persons with disabilities
COMPLETED: 2017 and 2018; other improvements ongoing

Aside from the annual action plan on accessibility and the Access Westmount Guide, the municipal Website provided little information specific to persons with disabilities and seniors. In 2017 and 2018, the Communications Division team carried out research and developed the City's Accessibility website page, which now includes an interactive map with the locations of public buildings, parks and squares (all accessible), playgrounds with accessible play structures and adapted parking spaces throughout the City. The page also includes contact information and descriptions for an array of local services, relevant not-for profit organizations and links to resources and services offered by community organizations and other levels of government. The links are grouped under the themes of transportation, housing, health, employment, culture, sports and recreation, accessible travel, and more.

2.3 PUBLIC SAFETY

Creation of a local registry of vulnerable persons

OBSTACLE: Isolation of senior residents and persons with limited mobility; vulnerability of certain individuals due to their physical, mental or cognitive health

GOAL: Improve the safety of vulnerable persons in the community, particularly those living alone

COMPLETED: set up in August 2018

The Public Safety Department invites residents with disabilities or reduced mobility and their caregivers to register for its electronic database of vulnerable persons. This list complements the Montreal fire department's Emergency Evacuation assistance program. The VPR allows officers to locate residents with specific needs and to intervene in an urgent situation and includes persons with characteristics linked to autism, dementia or 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.

Creation of a new website page with resources for seniors

OBSTACLE: Lack of centralized information concerning services for seniors; lack of resources at the City to gather and process this information

GOAL: Offer as much electronic or printed information as possible concerning resources that can help reduce isolation and improve the lives of seniors

COMPLETED: 2018

For a number of years Public Safety officers have provided information to seniors in the community concerning local services available to them. In 2013, the department published a booklet with a list of resources and some safety tips; an update of the book is planned for 2019. A new website page was created on the Westmount website in 2018 with links to an array of relevant community services, as well as to the vulnerable persons registry.

2.6 PUBLIC WORKS

Centre Greene: installation of new wheelchair ramp and automated door at the main entrance of Centre Greene

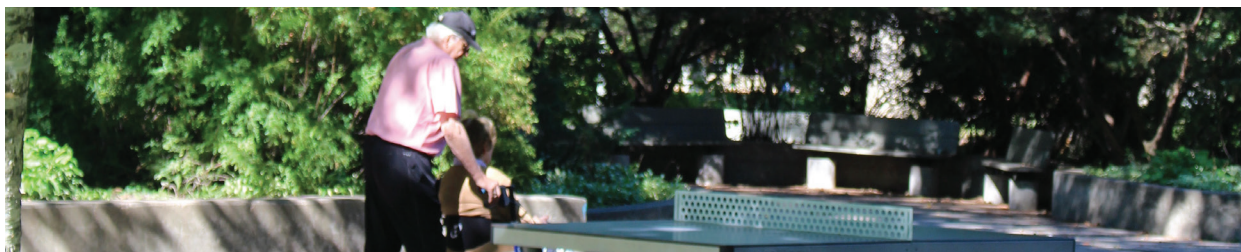
OBSTACLE: Limited wheelchair access to the Greene Avenue Community Centre due to the design of the building and the topography
GOAL: Improve the Centre's accessibility generally, and provide complete access from the street to the main entrance
COMPLETED: 2018

In 2018, a ramp and automated door were installed at the main entrance of Centre Greene, a community group that offers social and cultural activities for everyone. For a number of years, only the rear entrance was fully accessible by wheelchair. The steep slope of the street and the hilly property on which the centre is located were challenges to designing and installing the ramp to accommodate the main entrance of the building, built in the 1940s. Owned by the City, the building and programmes are managed by *Centre Greene*, a not-for-profit organization.

Installation of exterior musical play structures in Westmount Park

OBSTACLE: Lack of intergenerational and universally-accessible play installations
GOAL: Increase the number and the quality of accessible play installation in the City's parks and playgrounds
COMPLETED: fall 2018

Inspired by a suggestion from a resident, the Public Works Department selected and installed three exterior musical instruments in Westmount Park's playground, a very frequented space. The mere presence of these universally-accessible structures, installed next to each other, encourages social and inter-generational participation in a therapeutic and relaxing activity that can be shared with others. Designed to be used alone or in a group, the instruments are all tuned to the same harmonious musical scale, offering users a satisfying experience, regardless of skill or musical training.



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 universal accessibility. The projects and programmes listed below were implemented prior to 2018, and are subject to revision and improvement.

3.0 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.

3.1 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.

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 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.

3.3 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.

3.4 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.

3.5 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.

3.6 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.

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 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.

3.8 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.

3.9 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.



4. OBJECTIVES FOR 2019

4.0 CITY COUNCIL

Creation of a working committee on accessibility in Westmount

OBSTACLE:	Lack of formal process to engage residents in dialogue with the city council and administration concerning accessibility in Westmount; lack of networking among local stakeholders, residents and other experts in universal accessibility
GOAL:	Establish a working committee composed of residents, elected officials and City employees to discuss accessibility in Westmount
TIMETABLE:	autumn 2019

Council members wish to establish a working committee composed of residents, elected officials and members of the administration to discuss accessibility in Westmount. The mandate of the committee is to be determined.

4.1 URBAN PLANNING

Access Westmount guide: update and redesign

OBSTACLE:	Information on the accessibility of buildings in Westmount is rapidly out of date; 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:	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.

4.2 COMMUNICATIONS

Municipal website accessibility: analysis and improvement

OBSTACLE:	Potential lack of universal access to information on the City's website
GOAL:	Ensure the best possible accessibility to municipal information by carrying out a thorough analysis of the website using WCAG and SGQRI standards; improve the content and the presentation of the website to conform to those standards
TIMETABLE:	2019

The Communications Division carried out a preliminary assessment of the accessibility of its website using several online evaluation tools. The next step involves carrying out a more thorough analysis of those results and to make the improvements to the content and functioning of the website to achieve, if appropriate, the WCAG's rating of AAA.

4.3 PUBLIC SAFETY

Creation of a new phone check service for seniors

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

In the context of the high number of seniors in Westmount (estimated at 26%, according to Statistics Canada), the Public Safety team is planning to implement a phone-check service in collaboration with Contactivity, a local organization that provides services to Westmount's seniors. Participants may choose to phone in or to receive a call from Public Security either daily or weekly to confirm that they are well. Residents may also supply the department with a key to their home to allow officers to verify in case of a non-response situation. Regular contact between safety officers and residents also reduces isolation and provides opportunities to learn more about the neighbourhoods and provide safety tips.

Update and improvement of the *Security and Aging* booklet

OBSTACLE:	Lack of information concerning the community resources available to seniors concerning safety and autonomous living
GOAL:	Reduce isolation, prevent or reduce senior bullying and abuse and provide support to help seniors live autonomously within the community
TIMETABLE:	2019

Published in 2013, this guide targets the senior population of Westmount, offering advice on home safety and abuse prevention, as well as a list of important resources on social services, health and listening. The booklet is available online and the printed version is distributed to residents by agents. The department plans to publish a new, enhanced version in 2019.

4.4 SPORTS & RECREATION

New programme for children with Autism Spectrum Disorder

OBSTACLE: Lack of activities and programmes specifically for children with ASD
GOAL: Offer an appropriate activity adapted to this group
TIMETABLE: begins January 2019

The Sports & Recreation Department will offer, for the first time, a programme called ASD Social Sensory Discovery created by a local resident that saw a need in the community. Aimed at primary-school children and their companions, this after-school programme includes motor-skill exercises and social activities.

4.5 PUBLIC WORKS

Installation of adapted playground equipment in Stayner Park

OBSTACLE: Uneven availability of adapted playground equipment the City's 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
TIMETABLE: 2019 - 2020

Due to supply problems, a playground adaptation project for Stayner Park, planned for 2018 has been pushed to 2019. The project includes the installation of a adapted swing that meets ADA (American Disability Association) standards, the installation of an inclusive play structure and the re-landscaping of paths to facilitate wheelchair access. A similar upgrade of the Prince Albert Park, which was to take place this year, is now planned for 2020.



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.