



2022 ACTION PLAN

CONCERNING PERSONS WITH DISABILITIES



VILLE DE | CITY OF
WESTMOUNT



MESSAGE FROM THE MAYOR

It is my pleasure to share with you Westmount's 2022 Action Plan Concerning Persons with Disabilities, a planning tool for reducing the barriers that prevent the full participation of persons with disabilities in social, professional and educational life.

As we head into a third year of managing the pandemic, we are also at the start of a new Council mandate and a new team of elected officials..

In 2021, our new Accessibility Advisory Committee, which concluded its work last fall, submitted a final report that reflects the rich experience of the group. The impact of their collective wisdom and experience is reflected not only in this action plan, but more importantly will result in greater accessibility in Westmount's programmes, services and facilities.

I invite you to read the 2021 report and the goals for 2022 and to share with us opinions, your goals and your expertise to help us reach a place where every member of our community can fully and equitably participate in all aspects of social and civic life.

INTRODUCTION

The City of Westmount fully supports the mission of the *Office des personnes handicapées du Québec (OPHQ)* to advance 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*.

The City is committed to collaborating with residents, the OPHQ, and other organizations to improve its services and programmes for persons with disabilities, and reduce barriers that prevent their participation in society. In accordance with subsection 61.1 of the Act, the City of Westmount hereby submits its 2022 Action Plan.

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REPORT FOR 2021

During this second pandemic year, the City adapted its operations, working within a new context of material and labour shortages. This resulted in delays for some projects. On the other hand, during this time, a new accessibility committee, which included elected officials, administrators and residents active in the subject and or living with a disability, came into being. The committee held virtual meetings with all of the department heads to allow committee members fully understand the City's operations, bring their concerns to the table, and address particular issues. Of the committee's recommendations made to Council, some were integrated into the 2022 action plan; others will be considered in the context of future programmes and policies.

OBSTACLE	PROPOSED MEASURES	DEPT. RESPONSIBLE	SUCCESS INDICATORS	STATUS
1. Some local businesses remain difficult to access physically. 2. Some merchants are not necessarily sensitive to the real needs of persons with disabilities.	Sensitize business owners concerning: 1. the funding programme <i>Petits établissements accessibles</i> (<i>Société d'habitation du Québec</i>). 2. reminders and resources on improving customer service for persons with disabilities.	Urban Planning; Communications	1. An increase in the number of businesses listed in the Access Westmount guide; 2. Feedback from clients.	Delayed due to a lack of resources; a first City communiqué to the merchants' associations is scheduled for January 2022.
Uneven availability of adapted equipment in public playgrounds (multi-year project).	Continue to install accessible and specially-adapted play equipment in public parks. Ensure sufficient benches and shaded rest areas.	Public Works	Installations completed in 2021: 1. Prince-Albert Park: new universally-accessible playground; 2. Stayner Park: new accessible splash pad, benches and trees; 3. Sommerville Tot Lot: new accessible playground and site enhancement.	The work planned for Devon Park was delayed due to shortages of supplies and labour. The new timetable to complete the work is not yet known.
Attending events in person can be difficult for individuals with limited mobility.	Continue to offer live broadcasts of cultural events using social media, even post-pandemic.	Library and Community Events	The Library purchased new equipment to improve the quality of its live broadcasts of cultural events.	Carried out in fall 2021; an additional purchase of equipment is planned for 2022.
Municipal job postings do not necessarily reach persons with disabilities.	Develop the City's job advertising strategy to reach this audience, such as specialized schools and agencies working with persons with disabilities.	Human Resources	In addition to the usual channels, the City's employment postings are now shared with Agence Ometz and with the rehabilitation programme of the CIUSSS Centre-Ouest de Montréal.	In place as of autumn 2021; the HR dept. is looking to add other venues to its list in 2022.

REPORT FOR 2021

OBSTACLE	PROPOSED MEASURES	DEPT. RESPONSIBLE	SUCCESS INDICATORS	STATUS
Not all municipal employees are sensitized to the experiences of persons living with a disability.	Offer employees training opportunities and tools to help them better serve clients with various disabilities.	Human Resources; Communications	On December 3, the employee newsletter highlighted the International Day of Persons with Disabilities and offered facts and resources, including the training videos from the OPHQ.	HR and Communications are working together to educate City personnel and offer training tools. A guide to using respectful accessibility terminology is in preparation.
Some individuals with visual incapacities have difficulty with orientation in public parks.	Look at wayfinding tools that can function with smartphones.	Communications; Public Works	The departments gathered information and reviews on a recommended software; a trial has not taken place yet.	Project underway in 2021; more research is required before starting a trial.
Some individuals have difficulty navigating the City's website and downloading documents.	Review the website in the context of web accessibility standards; Integrate new functions to increase accessibility of the site; Carry out trials of accessible pdf files and integrate them as much as possible.	Communications	Feedback from users. The City website meets the WCAG standards, but the Communications Division is seeking to surpass those standards in a planned redesign and renewal of the website in 2022.	The redesign of the website will include the integration of new functions to optimize the accessibility.
Municipal employees most likely to have contact with vulnerable persons are not all sensitized to the experience of individuals living with dementia, and persons with Autism Spectrum Disorder.	Add to the training profile of Public Safety officers: 1) VDT (Virtual Dementia Tour) accredited training 2) Giant Steps training for first responders (intervention strategies with persons on the Autism spectrum).	Public Safety	Completion of the training. (The 2021 training sessions were postponed due to the pandemic.)	The department plans to offer both training courses in 2022.
Part of the senior population does not have access to electronic communications. It is thus difficult to reach this segment of the population and understand its needs.	Use a variety of means to reach this segment and encourage them to register for appropriate services. Continue offering printed information; Offer open house sessions in parks (with Contactivity) to meet the public and inform them of the services available to seniors and caretakers.	Public Safety; Communications	The Public Safety Dept. held multiple open house sessions in parks and public squares with Contactivity to inform them of services and sign them up to Westmount's Vulnerable Persons Registry, the daily phone and email check-in, check service, and the community notification service.	Members of the Public Safety team have a lot of contact with the public and continue to spread City information to individuals and families in person, by phone and by email.

REPORT FOR 2021

Other actions put into place in 2021 that were not part of the goals stated in the 2021 Action Plan.

OBSTACLE	PROPOSED MEASURES	DEPT. RESPONSIBLE	SUCCESS INDICATORS	STATUS
The duration of the pedestrian crossing cycles is insufficient for some individuals with mobility issues.	Evaluate the particular intersections identified by residents as difficult and readjust the duration of the pedestrian crossing times.	Hydro Westmount	Adjustments were made to increase the crossing times at certain intersections.	Carried out throughout 2021.
Westmount's electronic pay stations are inconvenient for persons in wheelchairs. At the request of users, old parking meters remain in place for accessible spaces, but only cash payment is possible.	Eliminate fees for all accessible parking spaces in Westmount, as Montreal has done.	Public Safety	All accessible parking spaces in Westmount are now free of charge.	The policy was put in place in July 2021. Public Safety officers continue to enforce the appropriate use of the SAAQ parking permits for persons with disabilities.

OBJECTIVES FOR 2022

The collective experience of the Accessibility Advisory Committee members brought new perspectives to the City's planning for universal accessibility during 2021. The Committee's meetings and exchanges with department heads were interesting and rewarding, and its final report, which was presented to City Council in September 2021, included dozens of recommendations. Some of the recommendations will require longer-term study and planning, but others were immediately adopted or are part of the goals listed below.

OBSTACLE	GOAL	DEPT. RESPONSIBLE	MEASURES AND TIMELINE	SUCCESS INDICATORS
<p>1. A number of residents are unaware of the Vulnerable Persons Registry or the Good Morning Westmount services.</p> <p>2. Residents of all ages could be more aware of those around them that may be vulnerable.</p> <p>3. Vulnerable residents are often difficult to reach through electronic media.</p>	<p>Better educate the public about universal accessibility and about the services available in Westmount for vulnerable persons.</p> <p>Use every possible means of communication to reach persons with disabilities and to sensitize the public at large.</p>	Public Safety; Communications	<p>2022; ongoing;</p> <p>Use public events to educate residents in person;</p> <p>Continue to present open house events in the streets and parks to reach seniors and their caregivers directly.</p> <p>Continue the distribution of printed information by Public Safety officers.</p>	An increase in registration for the VPR and the Good Morning Westmount services.
The City's website is not easily accessible to persons with visual incapacities.	Improve the website accessibility for screen-reading software and increase the use of accessible pdfs.	Communications	<p>2022</p> <p>Make the most of the upcoming redesign of the City website to increase the ease of use by screen-reading software.</p> <p>Ensure that the website meets high accessibility standards overall.</p> <p>Consult with experts (ex. RAAMM) and carry out tests using screen-reading software.</p>	<p>Ease of website navigation by users with visual incapacities;</p> <p>Better access to website content using screen-reading software.</p>
Persons with low vision have difficulty locating the pedestrian call buttons at some intersections.	Find a means of making the call buttons easier to find and access.	Hydro Westmount	<p>2022</p> <p>Hydro W. will study the current installations and the possible use of new technologies (ex., smart poles and RFID cards).</p>	<p>Modification of buttons or poles;</p> <p>Introduction of other technologies;</p> <p>Feedback from users.</p>

OBJECTIFS 2022

OBSTACLE	OBJECTIF	RESPONSABLE	MESURES ET ÉCHÉANCIER	INDICATEURS DE RÉUSSITE
Some individuals with visual incapacities have difficulty finding their way in public parks.	Find and test wayfinding apps compatible with smartphones.	Communications	2021-2022 Research existing applications and carry out trials with users.	Adoption of an electronic navigation system that can assist persons with visual incapacities in public parks.
In general, the public is not deeply aware of the daily realities of persons living with one or more disabilities.	Increase the amount of information as well as images and culture associated with persons with disabilities in City communications and in municipal buildings. Promote national and international days for disability and accessibility awareness.	Communications; Public Library	2022 Prepare a calendar of awareness days associated with accessibility (ex. IDPD) and use it to highlight relevant information regularly. Promote relevant materials from the Library's collection on those days.	Regular promotions in the City's and the Library's media channels; The publication of reading lists on relevant subjects.
The City's policies on employment equity, on purchasing and on the accessibility of public spaces are not well known by the public.	Highlight this information on the municipal website and in appropriate media. Publish reminders in the City's media.	Communications	2022 Make sure that City policy on universal accessibility is included in appropriate places (e.g., website, public tenders, forms, etc.). Make these policies known to the public.	The information can be found easily in City documents and other media.

PORTRAIT DE LA VILLE

DEMOGRAPHIC PROFILE

Westmount's population in 2021 was 21,152. The Canadian Survey on Disability (2017) estimates that one in five Canadians aged 15 and over has one or more disability that limits them in their daily activities. Of those, four of every ten persons has a severe or very severe disability. From this data, we can extrapolate that more than 4,500 Westmounters live with some kind of disability. This excludes parents using a stroller or persons whose mobility is temporarily limited, who would also benefit from universal accessibility.

CITY OF WESTMOUNT DEPARTMENTS

1. City Council and Director General's Office

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

2. 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 directory of accessible public and commercial buildings within its territory.

LEGAL CONTEXT: The Agglomération de Montréal's *Schéma d'aménagement et de développement* (regional land use and development plan), adopted in 2015, requires the integration of universal accessibility provisions into the by-laws of its member municipalities, including Westmount. In 2016, the City incorporated provisions into its urban planning by-laws, including reducing the height difference between a public roadway and a building's ground floor, and providing safe and well-lit pathways between buildings and public roadways. The guidelines also require accessible parking spaces to be located near entrances.

3. Westmount Public Library and Community Events

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

4. Communications Division

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

5. Hydro Westmount

Hydro Westmount is responsible for the distribution of electricity and for the maintenance of the electrical network on its territory. This includes the installation and maintenance of street and traffic lights in all public areas. Representatives from Hydro Westmount also sit on the Transportation Advisory Committee, which deals with issues related to traffic and parking.

6. Human Resources

Westmount is an equal opportunity employer committed to meeting the specific needs of the individuals that join its team. Candidates are welcome to identify a disability and specify their particular needs when applying for a position.

7. Public Safety Department

Westmount's Public Safety Department offers support and assistance to all residents in safety matters and works with the Montreal Police Service (SPVM), the Montreal Fire Department (SSIM) and the local CLSC.

Residents with disabilities may request and receive additional support to access services and maintain contact. For example, Public Safety officers will pay particular attention to the health needs of vulnerable groups (seniors, persons with reduced mobility, persons with a mental illness) during extreme heat or cold weather events, and may offer advice or help getting home. The team also initiated programmes to reduce the social isolation of seniors and vulnerable persons in the community, including a resource guide, a daily check-in service and a registry of vulnerable persons.

8. 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, and public notices). It is also responsible for managing claims and access-to-information requests.

9. Sports & 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 special needs. Where possible, it adapts equipment and activities to accommodate specific physical and mental needs and to accommodate companions.

10. Engineering Department

The Engineering Department is responsible for the design, planning, construction and maintenance of the City's infrastructure to ensure the comfort and safety of residents, businesses, and institutions. The accessibility of all public spaces, indoor and outdoor, is always part of engineering planning.

11. Public Works Department

The Public Works Department ensures the cleanliness and safety of the City's streets, sidewalks, and green spaces. It manages the urban forest and the municipal waste removal services, and works in closely with the Engineering Department to maintain the City's buildings, as well as the water and sewer networks. Public Works is also responsible for the selection and installation of equipment in public spaces, including the furniture and other equipment used on streets, in parks and in playgrounds.

WESTMOUNT ACCESSIBILITY ADVISORY COMMITTEE

The mandate of the WAAC is to make recommendations to City Council to help each administrative department to further reduce barriers for persons with disabilities, ensure equal access to services and encourage the full participation of each person in community life.

The term of the mandate was September 2020 to September 2021. The committee met monthly with department heads to discuss services and accessibility issues related to that department. A final report, including dozens of recommendations, was presented to City Council in September 2021.

More information about the committee and its work is available at [**westmount.org**](https://www.westmount.org)

OTHER RESOURCES

In addition to municipal services, Westmount residents have access to many resources; and services that enhance their mobility and social participation.

PUBLIC TRANSPORTATION

STM and exo

Public transit in Westmount is managed by the Société de transport de Montréal (STM) and exo (formerly the AMT). The City is well served: currently, eight bus lines go through its territory, and two metro stations are located nearby, including the Vendome intermodal station.

The STM and exo have universal accessibility policies, which can be consulted on their respective websites. In addition, both offer adapted public transportation services, door-to-door, with reservation. Users must first be registered to access this service.

STM adapted transportation

stm.info / transport.adapte@stm.info / teletype-text telephone (TTY) : 514 280-5308

exo paratransit

exo.quebec/en/accessibility / 514 287-TRAM (8726)

Nearby Metro stations

ATWATER, Line 1 – Green (Angrignon/Honoré-Beaugrand)

3015 De Maisonneuve Blvd. W., Montréal

2322 Sainte-Catherine St. W., Montréal

VENDÔME, Line 2 – Orange (Côte-Vertu/Henri-Bourassa)

5160 De Maisonneuve Blvd. W., Montréal

Lignes d'autobus

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

RESOURCES IN THE COMMUNITY

Contactivity Centre

**4695 De Maisonneuve Blvd. W.
514 932-2326**

**contactivitycentre.org
[Facebook.com/contactivitycentre](https://www.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 programmes – 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.

Montréal Oral School for the Deaf

**4670 Ste-Catherine St. W.
514 488-4946**

info@montrealoralschool.com

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, and their parents.

YMCA Residence

**4039, rue Tupper
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 to facilitate social integration.

YMCA de Westmount

**4585, rue Sherbrooke O.
514 931-8046**

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

Zone Jeunesse / YMCA de Westmount

**4675, rue Sainte-Catherine O.
514 989-5252**

The Youth Zone is a not-for-profit centre for youth aged 12 to 17. The Youth Zone is located at the Westmount Recreation Centre and is 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.

APPENDIX

PROJECTS AND ONGOING SERVICES RELATED TO ACCESSIBILITY

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 2021, and are subject to revision and improvement.

CITY COUNCIL AND DIRECTOR GENERAL'S OFFICE

Transportation Advisory Committee

The Transportation Advisory Committee, which includes elected officials and employees from the Public Works, Hydro-Westmount, and Public Safety departments, receives and analyzes requests concerning accessible parking spaces, drop-off zones 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 on 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 Urban Planning Advisory Committee, whose mandate is the preservation of Westmount's built environment.

URBAN PLANNING

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 Programme

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. 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 Programme (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 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

WESTMOUNT PUBLIC LIBRARY AND COMMUNITY EVENTS

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, digital reading devices allow adjustments of the screen brightness and the text size.

Books for children with dyslexia

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

Adoption of a digital service that provides access to films

With Kanopy, Library members can now stream films on their televisions, smartphones, and tablets.

Homework assistance programme

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

Caring Paws Programme

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

iPads pour les jeunes

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

Home library service

For Westmount members who are homebound, the Library offers a home delivery service for books and audio-visual materials, with the help of volunteers. Residents can call the Library or sign up online, and based on their preferences, materials are chosen for them and delivered every three 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, and their caretakers. 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. The series has continued via Zoom throughout the pandemic.

Touch Table

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

Accessible book display

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

Use of electronic applications

Library members may download a large selection of electronic books, audio books, magazines, and newspapers from around the world for use on computer, tablet or smartphone.

Work stations for the public

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

Virtual programming and events

Since 2020, residents have been able to access programming and events offerings directly from their homes. A wide array of events geared to all ages, including lectures, concerts, workshops, book clubs, and more are available via online platforms such as Facebook and YouTube.

Guide Library, Cultural and 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 information about volunteering, community resources and 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.

COMMUNICATIONS

Ongoing enhancement of electronic media and communications

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

HYDRO WESTMOUNT

Registry 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 upcoming interventions in their sector. Hydro Westmount uses every measure

possible to ensure continuous service for those homes. Those residents are also registered automatically in the Public Safety vulnerable persons list.

HUMAN RESOURCES

Equal opportunity hiring and workplace adaptation policies

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 polity on respect for human rights

The City published the guide *Respecting individuals concerns everyone!* in 2011, following the adoption of its policy. Distributed to all 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.

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.

Mental health interventions and collaboration with the local police service

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. The team works in close collaboration with officers from Neighbourhood Station 12 (PDQ12) of the Montreal Police Department (SPVM), as well as with local social service agencies.

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 Contactivité, which offers multiple services, including daily phone checks for seniors living alone. Where possible, officers visit certain seniors to help reduce their social isolation.

Security and Aging brochure

In 2013, the Public Safety Department collaborated with the City's Communications Division to produce a brochure titled *Security and Aging*. Aimed at local seniors and their caregivers, the document discusses safety in the home, preventing senior abuse and other topics, as well as contact information for social, health, and listening support services. The booklet is available in public buildings and distributed by public safety officers to residents.

Special assistance for persons with disabilities during emergency situations

To enhance the safety of vulnerable individuals in the case of an evacuation or other emergency, Montreal's Fire department (Service de sécurité incendie de Montréal or SSIM) offers an Emergency Evacuation Assistance Programme and invites seniors and persons with disabilities to register. Using this database, firefighters can quickly locate and assist persons with reduced mobility or other vulnerabilities in an emergency. Residents and their helpers can find a link on the City website to register, and get assistance from municipal personnel to complete the form.

Special assistance 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 emergency measures policies and procedures (*Plan d'urgence, de relève et de mission*). It includes planning for adapted services to accommodate persons with reduced mobility or other specific needs during an emergency.

Trips reduced with the availability of online services

Thanks to available technology, permits (parking, dogs, etc.) may be obtained or renewed online or by phone, thus eliminating the need travel for those services.

LEGAL SERVICES AND CITY CLERK'S OFFICE

Assistance with access to information 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 their right of access.

Access to electronic council documents online

The public may access numerous official documents on the municipal 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.

SPORTS AND RECREATION

Recreational activities adapted to specific needs

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 to everyone, and companions of persons with disabilities attend classes at no cost. In 2017, the department began offering training to lifeguards interested in teaching 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 an access ramp, as well as fully-accessible washrooms, drinking fountains, showers and locker rooms. In 2015, the department acquired a waterproof wheelchair appropriate for use in the showers and the swimming pool.

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 replaced 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 children's 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 pads

Two of Westmount's parks have accessible splash pads - Prince Albert Park and Stayner Park. The play areas are fully accessible by wheelchair, and water jets can be activated by placing a foot on or rolling over a sensor.

Adapted outdoor 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.