



# ACTION PLAN

for the Integration  
of Persons with  
Disabilities

# 2018

including an  
Annual Review of the  
actions undertaken in  
2017



Prepared by the  
Department of Communications  
and Public Relations

Town of Kirkland



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# Legal Framework

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Pursuant to the *Act to Secure Persons with Disabilities in the Exercise of Their Rights with a View to Achieving Social, School and Workplace Integration, (CQLR, c. E-20.1)*, the Town of Kirkland is required to prepare and publish annually an action plan for progressively reducing the barriers to integration encountered in its territory by persons with disabilities.

This obligation is set forth in section 61.1 of the Act and reads as follows:

## Section 61.1

*Not later than 17 December 2005, every government department or public agency employing at least 50 persons and every local municipality with at least 15,000 inhabitants shall adopt an action plan identifying the barriers to integration persons with disabilities encounter in the sector of activity of the department or agency, and describing the measures taken over the past year and those to be taken in the coming year to reduce barriers to integration in that sector of activity. The action plan includes any other element determined by the Government upon recommendation of the Minister, and must be prepared and published annually.*

In its Action Plan, the Town of Kirkland has identified five major sectors of activity that it intends to focus on to reduce the barriers to social, physical and occupational integration that persons with disabilities may encounter.



Each sector of activity has a strategic direction that reflects the Town's commitment to promoting the integration of disabled persons in that sector, as well as the measures it intends to implement to achieve that objective.

# Kirkland is committed to...

## ...Promoting universal accessibility throughout its territory.

The first course of action required to be taken by each municipal department during the target period is to assess, in terms of universal accessibility, the configuration and design of Kirkland's municipal buildings and structures, streets, sidewalks and parking areas.

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## ...Promoting universal accessibility in all of its recreational and cultural programming

The second course of action covered in this Action Plan is to review the Town's programming, in terms of universal accessibility, as well as the physical configuration and signage in all premises and facilities where the various activity programs and recreational and cultural events take place.

## ...Promoting universal accessibility in the home and during travels in the city.

The main components of this third course of action is to review and disseminate information on barrier-free standards, home adaptation programs, verification of smoke detectors in dwellings, paratransit service and the safe configuration of pedestrian crossings.



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# Kirkland is committed to...

## **...Promoting universal accessibility and its endorsement of the inclusive city concept**

The main components of the fourth course of action are to consolidate all information concerning municipal programs and services, and community resources available for persons with disabilities and persons with reduced mobility, to disseminate that information and this Action Plan on the Kirkland website and in other communication tools, and to promote the Québec Week for Disabled Persons.



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## **...Promoting the workplace integration of persons with disabilities and supporting the initiatives of local organizations that provide them with assistance**

The essential features of the fifth course of action covered in this Plan are the development of a policy on the hiring and retention of persons with disabilities and those with reduced mobility, a review of Kirkland's recruitment documentation with respect to persons with disabilities, and the endorsement of disability employment initiatives.

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# Portrait of the municipality

Kirkland is a young and dynamic municipality extending over an area of 9.64 km<sup>2</sup> in the heart of the West Island of Montréal. Ease of access, proximity to essential services and the quality of services provided to residents are the hallmarks that contribute to making Kirkland the envy of neighbouring communities.

With over 21,000 residents, Kirkland offers an array of community, sports and cultural events and programs for residents of all ages, as well as choice premises and facilities where local associations can conduct their activities year-round.



The Town of Kirkland seeks to offer a quality living environment that relies on sustainable development and transparent, efficient and innovative leadership, while focusing on the needs of citizens and their family. Its values and objectives include a healthy environment, increased participation from the citizens in the community, respecting and protecting the environment, sustainable development, forward vision, a desire to innovate, vitality, as well dedication, active listening, respect, communication and transparency.

Its fields of expertise are: recreation (arts, sports, activities, community development, events, etc.); infrastructure (public works and engineering, roads, urban property, parks and green spaces, circulation, horticulture, etc.); urban planning (urban design, building code, permits, disturbances, etc.); finances (taxes, appraisal, budget, purchasing, etc.); safety (municipal patrol, police, etc.); office of the court (by-laws, access to information, elections, etc.); environment (residual waste management, protection of the arboreal heritage, etc.); communication and relations with the citizens and members of the teams who dispense services.

The Department of Recreation and Library organizes various summer and winter family events and recreational and cultural programs. Some of the most popular include Kirkland Day, the Mini-Olympics, the Winter Carnival, the Summer Reading Club, outdoor evenings, the Québec Public Library Week and the annual pumpkin decorating contest.

The Town of Kirkland offers some 30 parks and green spaces with safe equipment designed for Kirkland's families to enjoy. The Town also has a tree-lined paved bicycle path that is used as an alternative means of transport for Kirkland residents. It traverses the Town from east to west and intersects with other bicycle paths. Kirkland conscientiously maintains its parks, public spaces and bicycle path so as to fulfill the legitimate expectations of its residents.



# Drafting the Action Plan

**K**irkland is mindful of the specific needs of residents living with handicaps and intends to pursue its efforts to ensure that they are fully integrated in all aspects of community life.

The formulation and updating of the municipality's Action Plan to promote the integration of persons with disabilities was entrusted to Lise Labrosse, Director of Communications and Public Relations, supported by the following members of the working group:

- Joe Sanalidro, Director General
- Me Martine Musau, Town Clerk and Director of Legal Affairs
- Mike Klaiman, Director of Recreation and Library
- Martin Cuerrier, Director of Public Works
- Chantal Bourdon, Communications Officer



**A**s a first step, this Action Plan calls upon municipal managers to take a fresh look at all programs and services offered to the public with a view of identifying the barriers to universal accessibility and promoting the integration of persons with disabilities or with reduced mobility. In a second step, managers will be required to formulate a comprehensive plan outlining a timeline for eliminating each barrier noted over the coming years, in light of the financial and human resources at their disposal.





# 2017 Annual Review

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During the deployment of its 2017 action plan, the Town of Kirkland has performed several assessments, some partial and others complete, in order to identify any barriers preventing universal accessibility on its territory.

This exercise allowed the municipal employees to come up with short-term and long-term corrective measures that would need to be implemented, taking into consideration the material, human and financial resources at their disposal.

The Town managed to eliminate a certain number of the above-mentioned barriers over the course of the 2016–2017 period, while others will need to be included in the 2018 action plans or the following years'. You will find below a non-exhaustive list of measures that were partially or fully completed in 2017 but that weren't included in the Action Plan.

## Rate of completion of some measures not included in the 2017 Plan

### Barrier

Lack of information about the services offered to senior and disabled citizens in the area.

*As part of the 2017 National Seniors Day, the Town of Kirkland held its very first "Seniors' Fair," an information fair where businesses, government agencies and local organizations were able to promote the goods and services they offer senior and disabled citizens. The Seniors' Fair welcomed more than 175 participants who attended different conferences and workshops and were provided with information on a variety of topics related to their specific situations, needs and concerns. Following the fair's success, the Town has decided to make it a biennial event. The next fair will therefore be held in October 2019.*

### Barrier

During the 2017 municipal election, some polling stations weren't fully accessible.

*Ensure accessibility in every polling location during municipal elections. This legal obligation has been fulfilled and thanks to the Department of Recreation, we installed access ramps and set up temporary restrooms.*

The following tables will help summarize the achievements fulfilled in the 2017 Action Plan.



# 2017 Annual Review

2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<b><i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i></b>	Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons	100% Recurrent	To be continued in 2018
	Promote these organizations' initiatives in Info-Kirkland and through the municipality's website.	100% Recurrent	To be continued in 2018
<b><i>Municipal inspectors aren't adequately trained when it comes to educating the public concerning the accessibility standards pertaining to construction/renovation projects</i></b>	Train municipal inspectors concerning accessibility standards and help them see past the minimum standards during project studies	0%	Carried forward to 2018
<b><i>The entrance door at the municipal garage on rue Claude-Jodoin doesn't open automatically.</i></b>	Install an automatic door opening device	0%	Carried forward to 2018
<b><i>No automatic opening devices are currently installed in any park chalets</i></b>	Install an automatic opening device in every park chalet	0%	Carried forward to 2018

# 2017 Annual Review


2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>No park on the territory of Kirkland is currently fully accessible.</i>	<p>Make park Meades fully accessible:</p> <ul style="list-style-type: none"> <li>• Renovate the playground</li> <li>• Install accessible play structures</li> <li>• Install water games</li> <li>• Redesign the pedestrian paths</li> <li>• Provide an adapted pathway connecting the sports complex to the playground area to access the restrooms</li> </ul>	25%	Carried forward to 2018 The preliminary study for the completion of the project was performed in 2017. However, the work will be completed in 2018.
<i>The main men's washroom at the sports complex is not fully accessible to disabled persons</i>	Install an adapted sink, a grab bar and an automatic door opening device	75%	The adapted sink and the grab bar have been installed. However, the installation of an automatic door opening device was carried forward to 2018.



# 2017 Annual Review

2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<b><i>The programming of recreational and cultural activities does not take accessibility into account</i></b>	Add an activity designed with universal accessibility in mind on the Kirkland Day program	100%	No activity built specifically for disabled persons was added to the Kirkland Day program However, most of the activities on the program are already accessible and we ensured that they were held in accessible locations.
	Organize games for disabled persons	100%	The town offers an adapted tennis program for children diagnosed with autism, PDD, ADHD, Down’s syndrome or a global development delay.
	Organize an awareness workshop for the public concerning the different accessibility issues disabled persons face regularly.	0%	Carried forward to 2018
<b><i>Citizens are not sufficiently aware of the fact that our programs and activities are accessible to disabled people or may be adapted upon request.</i></b>	Advertise in the Recreation/Culture brochure and on the town’s website the fact that the programs and activities offered by the municipality are accessible to everyone.	100% Recurrent	To be continued in 2018.
<b><i>Disabled persons may have a difficult time fitting in with other groups of users at the sports complex</i></b>	Offer gym time for free or at a low cost to disabled persons and the organizations supporting them	100% Recurrent	The municipality offers free gymnasium time to the <i>Community Perspectives</i> organization to hold activities.


# 2017 Annual Review

2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>It may be difficult for a disabled person to find work</i>	Renew a blue-collar worker's Work Integration Contract	100% Recurrent	 <p>To be continued in 2018</p>
	Continue to promote the Town's interest in hiring a disabled person	100% Recurrent	
	Renew the seasonal position of day camp counselor for a disabled person	100% Recurrent	
	Renew the municipal buildings' janitorial services contract with NPO Placements Potentiel	100% Recurrent	
<i>Pedestrian crossings are not adapted for people suffering from a visual disability</i>	Install sound signals for pedestrians at traffic lights	0%	Carried forward to 2018 2019
<i>Some parking spaces for disabled persons are not well indicated on the pavement</i>	Add this requirement to the annual contract for pavement marking	100% Recurrent	Included in the annual contract
<i>The handicapped washroom on the 2<sup>nd</sup> floor in Town Hall is not identified clearly enough</i>	Install appropriate signage to better indicate its location	0%	Carried forward to 2018

# 2017 Annual Review

2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>It is difficult for disabled persons to cross the Saint-Charles viaduct pedestrian crossing due to heavy traffic flow</i>	Submit the issue for recommendation to the Public Security and Traffic Advisory Committee	100%	Blinking LED signs with activation buttons were installed at each pedestrian crossing.
<i>The information concerning the RAAP (Residential Adaptation Assistance Program) is not sufficiently disseminated</i>	Promote the program through Info-Kirkland and the website and include information leaflets racks in the Urban Planning Department and in the Town Hall Lobby	50%	The RAAP program was published on the website.
<i>The Chalets in parks Holleuffer and Ecclestone as well as Maison Lantier's Cultural Centre are not accessible to people in a wheelchair</i>	Assess the costs related to the construction of a normalized access ramp at these locations	100%	Project to be completed over 3 years—2018–2020 The cost assessment for the construction of the access ramp and the adapted washroom was completed in 2017. A grant request will be submitted again in 2018 and the completion of the project at chalet Holleuffer is scheduled for 2018.
	Install normalized access ramps at the chalets in parks Holleuffer and Ecclestone and at Maison Lantier	0%	
<i>The park chalet washrooms are not adapted</i>	Build adapted washrooms in the chalets at parks Holleuffer, Ecclestone, Kirkland, Canvin and Héritage	0%	Carried forward to 2018
<i>The automatic opening of the Town Hall's rear entrance inside door can be an issue</i>	Using a sign, identify the button used to activate the opening mechanism	100%	A small sign was installed

# 2017 Annual Review

2017 Annual Review			
Barriers	Actions	Rate of completion	Review
<p><i>The exercise initiated in the Summer of 2016 aimed at identifying locations where universal accessibility was problematic on the streets, sidewalks and parking spaces has yet to be completed</i></p>	Assess the conformity of streets and sidewalks in terms of universal accessibility	100% Recurrent	<p>The assessment is performed every year by project during the annual work planning.</p> 
	Identify observed barriers by location	100% Recurrent	
	Submit for approval a plan to implement the required corrective measures	100% Recurrent	

# 2018 Action Plan

## IMPLEMENTATION OF THE ACTION PLAN

The Director General’s Office, supported by the director of communications’ Office and other municipal services, ensure the implementation of this Action Plan. Regular meetings are scheduled in order to follow up on the progress of prioritized measures and ensure that the objectives are met.



Selected measures for 2018			
Barriers	Actions	Timeframe	Responsible Department
<b><i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i></b>	Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons	Recurrent	Director General Finances
	Promote these organizations’ initiatives		
<b><i>Municipal inspectors aren’t adequately trained when it comes to educating the public concerning the accessibility standards pertaining to construction/renovation projects</i></b>	Train municipal inspectors concerning universal accessibility standards	2018	Urban Design
<b><i>The entrance door of the Municipal garage on rue Claude-Jodoin doesn’t open automatically.</i></b>	Install an automatic opening device	2018	Public Works
<b><i>No automatic opening devices are currently installed in any park chalets</i></b>	Install an automatic opening device in every park chalet	2018	Recreation Public Works

# 2018 Action Plan

Selected measures for 2018			
Barriers	Actions	Timeframe	Responsible Department
<i>No park on the territory of Kirkland is currently fully accessible.</i>	Make park Meades fully accessible: <ul style="list-style-type: none"> <li>• Renovate the playground</li> <li>• Install accessible play structures</li> <li>• Install water games</li> <li>• Redesign the pedestrian paths</li> <li>• Provide an adapted pathway connecting the sports complex to the playground area to access the washrooms</li> </ul>	2018	Recreation Public Works Engineering
<i>The main men's washroom at the sports complex is not fully accessible</i>	Install an automatic door opening device	2018	Recreation Public Works
<i>Disabled citizens are not sufficiently informed about the different services the municipality is able to offer them</i>	Increase disabled persons' access to information and to the different services offered by Kirkland	2018	Communications Recreation & Library



# 2018 Action Plan

## Selected measures for 2018

Barriers	Actions	Timeframe	Responsible Department
<i>The programming of recreational and cultural activities does not take accessibility into account</i>	Organize an awareness workshop for the public as part of the Québec Week for Disabled Persons	2018	Library Recreation
<i>Citizens are not sufficiently aware of the fact that our programs and activities are accessible to disabled people or may be adapted upon request.</i>	Advertise the fact that the programs and activities offered by the municipality are accessible to everyone.	2018	Recreation Communications
<i>Disabled persons may have a difficult time fitting in with other groups of users at the sports complex</i>	Offer gym time for free or at a low cost to disabled persons and the organizations supporting them	2018	Recreation Director General
<i>It may be difficult for a disabled person to find work</i>	Renew a blue-collar worker's Work Integration Contract	2018	Human Resources Recreation Library Purchasing
	Continue to promote the Town's interest in hiring a disabled person	2018	
	Renew the seasonal position of day camp counselor for a disabled person	2018	



# 2018 Action Plan

Selected measures for 2018			
Barriers	Actions	Timeframe	Responsible Department
	Renew the municipal buildings' janitorial services contract with NPO Placements Potentiel	2018	
<i>Pedestrian crossings are not adapted for people suffering from a visual disability</i>	Install sound signals for pedestrians at traffic lights	2018	Engineering Public Works
<i>Some parking spaces for disabled persons are not well indicated on the pavement</i>	Add this requirement to the annual contract for pavement marking	2018	Engineering
<i>The handicapped washroom on the 2<sup>nd</sup> floor in Town Hall is not identified clearly enough</i>	Assess the possibility of making it accessible or changing its location	2018	Public Works
<i>The information concerning the RAAP (Residential Adaptation Assistance Program) is not sufficiently disseminated</i>	Promote the program through different means of communication	2018	Urban Design Communications
<i>The Chalets in parks Holleuffer and Ecclestone as well as Maison Lantier's Cultural Centre are not accessible to people in a wheelchair</i>	Assess the costs related to the construction of a normalized access ramp at these locations	2018	Recreation Public Works Engineering
	Install normalized access ramps at the chalets in parks Holleuffer and Ecclestone and at Maison Lantier's Cultural Centre		

# 2018 Action Plan

Selected measures for 2018			
Barriers	Actions	Timeframe	Responsible Department
<i>The park chalet washrooms are not adapted</i>	Build adapted washrooms in the chalets at parks Holleuffer, Ecclestone, Kirkland, Canvin and Héritage	2018	Recreation Public Works Engineering
<i>The Emergency Measures Plan does not include any information regarding sheltering locations or services available to disabled persons in case of emergency</i>	Indicate in the Emergency Measures Plan the location of shelters accessible to disabled persons, as well as any support service and adapted forms of communication	2018	Human Resources
<i>The municipal staff that works in direct contact with the public is not sufficiently aware of the specific needs of disabled persons in Kirkland</i>	Provide training to the staff that works in direct contact with the public	2018	Human Resources
<i>The exercise initiated in the Summer of 2017 aimed at identifying locations where universal accessibility was problematic on the streets, sidewalks and parking spaces has yet to be completed</i>	Assess the conformity of streets and sidewalks in terms of universal accessibility	2018 Recurrent	Engineering
	Identify observed barriers by location		
	Submit for approval a plan to implement the required corrective measures		

# 2018 Action Plan

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## **ADOPTION OF THE ACTION PLAN**

The 2018 Action Plan was adopted by the municipal council on 5 February 2018. It is available in PDF format on the Town's website at [www.ville.kirkland.qc.ca](http://www.ville.kirkland.qc.ca), under Resources Accessible to Persons with Disabilities.

