



ACTION PLAN

for the Integration
of Persons with
Disabilities

2019

including an
Annual Review of the
actions undertaken in
2018



Prepared by the
Department of Communications
and Public Relations

Town of Kirkland



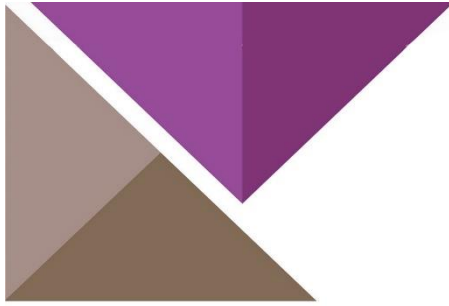


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Legal Framework

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.



3

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 km² 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

Kirkland 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 Sanalitra, Director General
- Mike Klaiman, Director of Recreation and Library
- Sam Tock, Director of Engineering
- Kristopher Parent, Director of Urban Planning
- Chantal Bourdon, Communications Officer



As 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.



2018 Annual Review

During the deployment of its 2018 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 while others will need to be included in the 2019 action plans or the following years. You will find below a non-exhaustive list of measures that were partially or fully completed in 2018 but that weren't included in the Action Plan.

New access ramp at the Holleuffer park chalet:

For greater autonomy and mobility

Fully aware of the scope of the work to be done, i.e., reconfiguring these buildings so that people with reduced mobility may access them, the Town first committed to building an access ramp for the Holleuffer park chalet whose front door is not at ground level. The work was done in the summer of 2018 and the reconfiguration of other park chalets, which do not meet universal accessibility criteria, will continue in 2019 and subsequent years.



2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i>	Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons	100% Recurrent	To be continued in 2019
	Promote these organizations' initiatives	100% Recurrent	To be continued in 2019
<i>Municipal inspectors aren't adequately trained when it comes to educating the public concerning the accessibility standards pertaining to construction/renovation projects</i>	Train municipal inspectors concerning universal accessibility standards	0%	Carried forward to 2019 since no training in 2018
<i>The entrance door at the municipal garage on rue Claude-Jodoin doesn't open automatically.</i>	Install an automatic door opening device	0%	Carried forward to 2019
<i>No automatic opening devices are currently installed in any park chalets</i>	Install an automatic opening device in every park chalet	0%	Carried forward to 2019 for the Holleuffer, Ecclestone and Kirkland park chalets. The Bénévoles park chalet will be reviewed in 2020.

2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>No park on the territory of Kirkland is currently fully accessible.</i>	Make park Meades fully accessible: <ul style="list-style-type: none"> • Renovate the playground • Install accessible play structures • Install accessible water games • Redesign the pedestrian paths • Provide an adapted pathway connecting the sports complex to the playground area to access the restrooms 	0%	Carried forward to 2019
<i>The men's washrooms at the sports complex are not fully accessible to disabled persons</i>	Make the men's washrooms fully adapted	100%	The washrooms now fully meet the accessibility criteria
<i>Handicapped residents are not fully informed on all the general services offered by the municipality</i>	Improve access by handicapped residents to information and general services offered by Kirkland	100 %	A new section for persons with disabilities has been added to the website highlighting the main municipal services and other government services offered in the area
<i>The programming of recreational and cultural activities does not take accessibility into account</i>	Organize and awareness activity for the public during the Québec Week of the Disabled	100% Recurrent	During the Québec Week of the Disabled, the Library organized a meeting with Alexandre Poirier-Charlebois, a Kirkland resident and

2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
			author of <i>Ma vie avec l'Asperger</i> . He talked about his daily reality, his journey and his personal and professional aspirations
<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	100% Recurrent	The Town indicated in its publications and on its website that the activities offered by the municipality are accessible to everyone
<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	100% Recurrent	The municipality offers to the <i>Community Perspectives</i> organization free gymnasium time to hold their weekly programs as well as the tennis program for autistic children
<i>It may be difficult for a disabled person to find work</i>	Renew a blue-collar worker's Work Integration Contract	100% Recurrent	To be continued in 2019
	Continue to promote the Town's interest in hiring a disabled person	100% Recurrent	A supervisor and 8 to 10 day camp counsellors were hired last summer for children with particular needs. Two day camp counsellors with intellectual

2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
	Renew the seasonal position of day camp counsellor for a disabled person	100% Recurrent	disabilities were hired for the summer of 2018
	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%	The project will be proposed in 2020
<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	Carried forward to 2019
<i>The handicapped washroom on the 2nd floor in Town Hall is not fully adapted</i>	Examine the possibility of making it accessible or to move it	0%	Carried forward to 2019
<i>Pertinent information about RAAP (Residential Adaptation Assistance Program) is not sufficiently publicized</i>	Promote the program using the different communication tools	50%	The RAAP program is published on the website

2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<p><i>The Holleuffer and Ecclestone park chalets as well as Maison Lantier’s Cultural Centre are not accessible to people in a wheelchair</i></p>	<p>Assess the costs related to the construction of a normalized access ramp in those places</p>	<p>50%</p>	<p>Project to be executed over 3 years – 2018 to 2020. The cost evaluation was done in 2017;</p> <ul style="list-style-type: none"> - An access ramp was built for the Holleuffer chalet; - A grant request will be submitted in 2019 for the Ecclestone chalet and the execution of works to be done in 2019; - No access ramp will be built at the Maison Lantier’s Cultural Centre which, in itself, is not adapted for people with reduced mobility
	<p>Install a normalized access ramp at the Holleuffer and Ecclestone park chalets as well as at Maison Lantier’s Cultural Centre</p>		
<p><i>The park chalet washrooms are not adapted</i></p>	<p>Build adapted washrooms in the chalets at parks Holleuffer, Ecclestone, Kirkland, Canvin and Héritage</p>	<p>66%</p>	<ul style="list-style-type: none"> - Washrooms at the Holleuffer and Kirkland chalets have been fully adapted; - A grant request is planned in 2019 to adapt the washrooms at Ecclestone chalet - No reconfiguration is presently planned for the Canvin and Héritage chalets since those installations are too small and narrow for a wheelchair

2018 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>The Emergency Measures Plan contains no inventory of available accommodations and services for disabled people in case of an emergency</i>	Identify in the Emergency Measures Plan accessible accommodations for disabled people, the availability of support services and adapted means of communication	20%	To be continued in 2019
<i>The municipal employees in direct contact with the public is not aware of the particular needs of disabled people in Kirkland</i>	Offer training to the municipal employees who are in direct contact with the public	0%	Carried forward to 2019
<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	100% Recurrent	The assessment is performed every year by project during the annual work planning.
	Identify observed barriers by location	100% Recurrent	
	Submit for approval a plan to implement the required corrective measures	100% Recurrent	

2019 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 2019			
Barriers	Actions	Timeframe	Responsible Department
<i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i>	Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons	2019	Director General Finances
<i>Municipal inspectors aren’t adequately trained when it comes to educating the public concerning the accessibility standards pertaining to construction/renovation projects</i>	Train municipal inspectors concerning universal accessibility standards	2019	Urban Design
<i>The entrance door of the Municipal garage on rue Claude-Jodoin doesn’t open automatically.</i>	Install an automatic opening device	2019	Public Works
<i>No automatic opening devices are currently installed in any park chalets</i>	Install an automatic opening device in every park chalet	2019-2020	Recreation Public Works

2019 Action Plan

Selected measures for 2019			
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"> • Renovate the playground • Install accessible play structures • Install water games • Redesign the pedestrian paths • Provide an adapted pathway connecting the sports complex to the playground area to access the washrooms 	2019	Recreation Public Works Engineering
<i>The computer work stations at the library are not adapted for people who are visually impaired</i>	Equip a work station with a large-print keyboard to consult the library's catalogue	2019	Recreation Library
<i>People who have a visual or intellectual disability have access to a limited number of audio books</i>	Improve the audio digital book collection at the Library	2019	Recreation Library
<i>People of other nationalities who have a visual or intellectual disability have access to a limited number of audio books</i>	Buy audio digital books in different languages	2019	Recreation Library
<i>The programming of recreational and cultural activities does not take accessibility into account</i>	Organize an awareness activity for the public during the Québec Week of the Disabled	2019	Recreation Library

2019 Action Plan

Selected measures for 2019			
Barriers	Actions	Timeframe	Responsible Department
<i>The Town lacks internal resources to meet the growing needs of seniors and the disabled</i>	Hire a manager whose mandate will be to improve services offered to seniors and the disabled	2019	Human Resources 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.	2019	Recreation Communication
<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	2019	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	2019	Human Resources Recreation Library Purchasing
	Continue to promote the Town's interest in hiring a disabled person		
	Renew the seasonal position of day camp counselor for a disabled person		
	Renew the municipal buildings' janitorial services contract with NPO Placements Potentiel		

2019 Action Plan

Selected measures for 2019			
Barriers	Actions	Timeframe	Responsible Department
<i>Pedestrian crossings are not adapted for people suffering from a visual disability</i>	Install sound signals for pedestrians at traffic lights	2019-2020	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	2019-2020	Engineering
<i>The information concerning the RAAP (Residential Adaptation Assistance Program) is not sufficiently disseminated</i>	Promote the program through different means of communication	2019	Urban Design Communications
<i>New commercial and industrial projects are not all adapted for people with disabilities</i>	Require a confirmation or proof from the developer that the proposed building is fully adapted for people with disabilities before a construction permit is issued	2019	Urban Planning
<i>The Ecclestone chalet is not accessible to people in a wheelchair</i>	Install a normalized access ramp at the Ecclestone park chalet	2019-2020	Recreation Public Works Engineering
<i>The Ecclestone park chalet washroom is not adapted</i>	Build an adapted washroom in the Ecclestone park chalet	2019-2020	Recreation Public Works Engineering

2019 Action Plan

Selected measures for 2019			
Barriers	Actions	Timeframe	Responsible Department
<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	2019	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	2019	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	2019 Recurrent	Engineering
	Identify observed barriers by location		
	Submit for approval a plan to implement the required corrective measures		

2019 Action Plan

ADOPTION OF THE ACTION PLAN

The 2019 Action Plan was adopted by the municipal council on October 7, 2019. It is available in PDF format on the Town's website at www.ville.kirkland.qc.ca, under Resources Accessible to Persons with Disabilities.

