



ACTION PLAN
for the Integration
of Persons with
Disabilities

2020

including an
Annual Review of the
actions undertaken in
2019



Town of Kirkland



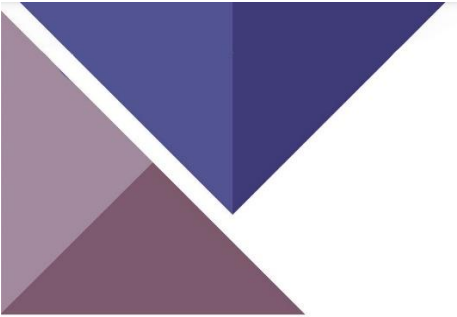
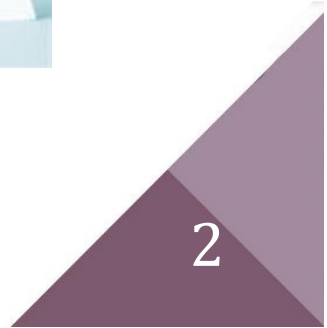


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Legal Framework

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 19,000 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 Julie-Poirier-Monette, Section Head of Seniors Programs and Cultural Activities, supported by the following members of the working group:

- Joe Sanalidro, Director General
- Mike Klaiman, Director of Recreation and Library
- Sam Tock, Director of Engineering
- Kristopher Parent, Director of Urban Planning
- Sonia Dubois, Division Head for Communications and Public Relations



Moreover, Mr. Vincent Lefebvre and Ms. Audrey Beaudoin from AlterGo were recruited in 2019 to advise the Town of Kirkland about the best practices regarding universal accessibility.

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.



2019 Annual Review

During the deployment of its 2019 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 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 need to be included in the 2020 action plans or the following years. You will find below a brief overview of the newly constructed and fully accessible playground at Meades Park.

New accessible playground at Meades Park: An inclusive recreational area

As part of its action plan to foster the integration of persons with disabilities, the Town of Kirkland has built a new inclusive playground at Meades Park.

Kirkland understands the importance of offering every child an equal chance to have fun and enjoy the Town's installations and as such, it has been committed to creating a park which meets the needs of everyone. The park includes a playing area made out of rubber and accessible to those using a wheelchair, signs with descriptions in Braille, a quiet area for children with autism spectrum disorders and much more. The park will officially open in spring 2020.



2019 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 2020
<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 2020 since no training in 2019
<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 2020. Public Works will assess the work to be done in 2020 and following such assessment, actions will be taken according to the work recommended.
<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 2020. All park chalets will be equipped with an automatic opening device.

2019 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 Meades Park 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 	100%	Work completed in the fall of 2019, official opening in spring 2020
<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	100%	Completed in 2019
<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	100%	49 French audio books and 232 English audio books were bought in 2019 - to be continued in 2020
<i>People of other nationalities who have a visual or intellectual disability have</i>	Buy audio digital books in different languages	0%	Product almost non-existent

2019 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>access to a limited number of audio books</i>			
<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	0%	Postponed to 2020 as no awareness activity done in 2019
<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	100%	Hiring of Julie Poirier-Monette, Section Head of Senior Programs and Cultural Activities in January 2019
<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	To be continued in 2020
<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	To be continued in 2020
<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 2020 Hired for the day camp : a supervisor for the integration program; 13 attendants;
	Continue to promote the Town's interest in hiring a disabled person	100% Recurrent	



2019 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
	Renew the seasonal position of day camp counselor for a disabled person	100% Recurrent	1 aide for people with intellectual disability
	Renew the municipal buildings' janitorial services contract with NPO Placements Potentiel	100% Recurrent	
	Renew the seasonal position of reading club aide for a disabled person	100% Recurrent	To be continued in 2020
<i>It may be difficult for someone with an intellectual disability, an autism spectrum disorder or Down Syndrome to integrate himself or herself during activities offered as part of the Summer Reading Club</i>	Offer art therapy workshops tailored to the needs of children with an intellectual disability, an autism spectrum disorder or Down Syndrome	100% Recurrent	To be continued in 2020
<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 2020 - it will be possible to execute a feasibility and cost analysis by the end of 2020
<i>Some parking spaces for disabled persons are not well indicated on the pavement</i>	Keep this requirement to the annual contract for pavement marking	100% Recurrent	Carried forward to 2020

2019 Annual Review

2019 Annual Review			
Barriers	Actions	Rate of completion	Review
<i>Pertinent information about RAAP (Residential Adaptation Assistance Program) is not sufficiently publicized</i>	Promote the program using the different communication tools	20%	Information included on the Town's website, to be carried forward in 2020
<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	100% Recurrent	Carried forward to 2020
<i>The Ecclestone park chalet is not accessible to people in a wheelchair</i>	Install a normalized access ramp at the Ecclestone park chalet	20%	Plans received for the ramp – awaiting work grant – to be carried forward in 2020
<i>The Ecclestone park chalet washrooms are not adapted</i>	Build adapted washrooms in the Ecclestone park chalet	20%	Plans received for the washrooms – awaiting work grant – to be carried forward in 2020

2019 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	0%	The Civil Protection Centre closed down the LOGIMU software in December of 2019 - it is impossible to know if a new tool will soon be available
<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	20%	Measures initiated in 2019 with Kéroul to offer training in Kirkland - carried forward to 2020
<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	Carried forward to 2020
	Identify observed barriers by location		
	Submit for approval a plan to implement the required corrective measures		

2020 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 2020			
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: <ul style="list-style-type: none"> - Placement Potentiel - Community Perspective in Mental Health 	2020	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>	Make inquiries in 2020 to find training for municipal inspectors regarding universal accessibility standards – add the training to the training plan for 2021	2020-2021	Urban Planning
<i>The entrance door of the Municipal garage on rue Claude-Jodoin doesn’t open automatically.</i>	Install an automatic opening device	2020-2021	Public Works

2020 Action Plan

Selected measures for 2020			
Barriers	Actions	Timeframe	Responsible Department
<i>No automatic opening devices are currently installed in any park chalets</i>	Install an automatic opening device in every park chalet and consult with Kéroul to verify all basic elements that need to be considered to support universal access in the park chalets	Fall 2020	Recreation Public Works
<i>The Sports Complex is currently not fully accessible.</i>	Add automatic opening devices to the ground floor washrooms, the front door on Hymus Boulevard and the front door giving access to the universal playground	Fall 2020	Recreation Public Works Engineering
<i>Kirkland citizens have access to a limited number of audio books</i>	Improve the audio digital book collection at the Library	2020	Recreation Library
<i>People of other nationalities who have a visual or intellectual disability have access to a limited number of audio books</i>	Continue to promote the Hoopla service available of the Town's website	2020	Recreation Library
<i>The programming of recreational and cultural activities does not take accessibility into account</i>	Collaborate with AlterGo to organize an awareness activity for the public during the Québec Week of the Disabled	Summer 2020	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>	Use all of the Town's communication platforms to advertise the fact that the programs and activities offered by the	All throughout 2020	Recreation Communication

2020 Action Plan

Selected measures for 2020			
Barriers	Actions	Timeframe	Responsible Department
	municipality are accessible to everyone, including an article in Info-Kirkland regarding the Recreation Companion Card		
<i>Citizens are not sufficiently consulted regarding universal accessibility</i>	In collaboration with AlterGo, start a consultation process with citizens living with disabilities to better understand their needs	Summer 2020	Recreation Communication
<i>Disabled persons face obstacles when it comes to fitting in with other groups of users at the sports complex</i>	Offer several free and drop-in activities open to all at the sports complex	All throughout 2020	Recreation Director General
<i>Disabled persons face obstacles when it comes to finding work</i>	Renew a blue-collar worker's Work Integration Contract	All throughout 2020	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		
	Offer an internship at the Library to a user of the Lethbridge-Layton-Mackay Rehabilitation Centre		

2020 Action Plan

Selected measures for 2020			
Barriers	Actions	Timeframe	Responsible Department
	Renew the seasonal position of reading club aide for the reading club		
<i>Pedestrian crossings are not adapted for people suffering from a visual disability</i>	Install sound signals for pedestrians at traffic lights	2020	Engineering Public Works
<i>Some parking spaces for disabled persons are not well indicated on the pavement</i>	Keep this requirement to the annual contract for pavement marking	Summer 2020	Engineering
<i>The information concerning the RAAP (Residential Adaptation Assistance Program) is not sufficiently disseminated</i>	Promote the program through an article in Info-Kirkland and redirect people to the website of the Québec government to receive more information	2020	Urban Design Communications Recreation
<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	2020	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	Fall 2020	Recreation Public Works Engineering

2020 Action Plan

Selected measures for 2020			
Barriers	Actions	Timeframe	Responsible Department
<i>The Ecclestone park chalet washroom is not adapted</i>	Build an adapted washroom in the Ecclestone park chalet	2020	Recreation Public Works Engineering
<i>Maison Lantier is not accessible to people in a wheelchair</i>	Assess if the installation of a normalized access ramp is possible at Maison Lantier and collaborate with the Ministère de la culture et de communications of Québec, architectural and engineering firms to know more about renovating heritage buildings – tendering process underway for professional heritage architectural services – will be assessed summer of 2020	2020-2021	Recreation Public Works Engineering
<i>Maison Lantier washroom is not adapted</i>	Assess if it is possible to have an adapted washroom at Maison Lantier - tendering process underway for professional heritage architectural services – will be assessed summer of 2020	2020-2021	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	2020-2021	Human Resources

2020 Action Plan

Selected measures for 2020			
Barriers	Actions	Timeframe	Responsible Department
	support service and adapted forms of communication		
<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>	Complete measures taken with Keroul to provide training to the staff that works in direct contact with the public regarding services offered to persons with disabilities	Fall 2020	Human Resources Recreation
<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	Assessment Summer 2020	Engineering
	Identify observed barriers by location	Action plan if applicable – fall 2020	
	Propose and submit for approval a plan to implement the required corrective measures		

2020 Action Plan

ADOPTION OF THE ACTION PLAN

The 2020 Action Plan was adopted by the municipal council on March 2, 2020. It is available in PDF format on the Town's website at www.ville.kirkland.qc.ca, under Resources Accessible to Persons with Disabilities.

