



ACTION PLAN

for the Integration
of Persons with
Disabilities

2021

including an
Annual Review of the
actions undertaken in
2020



Town of Kirkland

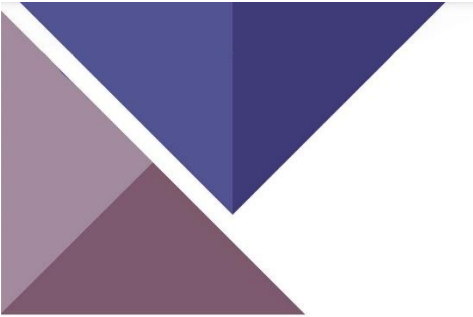
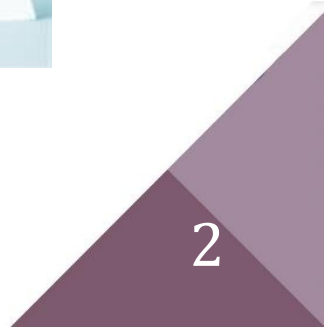


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Legal Framework

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 Geneviève Lebrun, Section Head of Recreational Programs, 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



OBJECTIVES

- 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.
- Formulate a comprehensive plan for eliminating barriers, in light of the financial and human resources of the municipality.
- Outline a timeline to eliminate barriers over the coming years.





2020 Annual Review

During the deployment of its 2020 action plan, the Town of Kirkland faced some challenges related to the COVID-19 pandemic and consequently, the Town had to limit access and even close its facilities as well as suspend activities. This mandatory break forced us to postpone the execution of actions identified in the annual plan to 2021 and subsequent years.

2020 Annual Review

2020 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: <ul style="list-style-type: none"> • Community Perspective in Mental Health • Dance classes for people with specific needs • Proset Autism 	100%	Activities for people with disabilities took place at the Sports Complex when it was open To be renewed annually.
<i>Municipal inspectors aren't adequately trained when it comes to educating the public concerning the accessibility standards pertaining to construction/renovation projects</i>	Research done in 2020 to find training for municipal inspectors regarding universal accessibility standards and training added to the 2021 training plan	0%	Training postponed to 2021
<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 2021
<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 K�roul	0%	Carried forward to 2021

2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
	to verify all the basic elements to consider in order to promote universal accessibility in the chalets		
<i>The Sports Complex is currently not fully accessible</i>	Add automatic opening devices to the ground floor restrooms, to the Hymus Boulevard entrance door, and the entrance door giving access to the accessible playground	0%	Postponed
<i>Kirkland residents have access to a limited number of audiobooks</i>	Improve the audio digital book collection at the Library	100%	The inventory of audiobooks is updated on an annual basis. Service was updated during the pandemic Renewed annually
<i>People of other nationalities who have a visual or intellectual disability have access to a limited number of audiobooks</i>	Continue to promote the Hoopla service available on the Town's website	100%	Promotion of service increased during pandemic Renewed annually
<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	0%	Postponed to 2021

2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
<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 municipality are accessible to everyone, including adding an article in Info-Kirkland about the Companion Leisure Card	0%	Limited activities and publications in 2020 Renewed annually
<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	0%	Postponed Fall 2021
<i>Disabled persons face obstacles related to fitting in with other groups of users at the sports complex</i>	Offer several activities to everyone for free or at a low cost at the Sports Complex	0%	Activities suspended for most of 2020 Renewed annually
<i>Disable persons face obstacles related to employment opportunities</i>	Renew a blue-collar worker’s Work Integration Contract	100%	Renewed annually
	Continue to promote the Town’s interest in hiring a disabled person	100%	Renewed annually
	Renew the seasonal position of day camp counselor for a disabled person	0%	Days camps were not offered in the summer of 2020 Postponed to 2021 Renewed annually



2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
	Renew the municipal buildings' janitorial services contract with NPO Placements Potentiel	100%	Renewed annually
	Offer an internship at the library to a user of the Lethbridge-Layton Rehabilitation Centre	0%	No service offered, library closed
	Renew the seasonal position of reading club aide for a disabled person	0%	No service offered, library closed Postponed to 2021 according to the guidelines related to the pandemic
<i>Pedestrian crossings are not adapted for people suffering from a visual disability</i>	Install sound signals for pedestrians at traffic lights	0%	Adjustments to traffic lights will be examined according to the progress of the REM project
<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%	Renewed annually
<i>Pertinent information about RAAP (Residential Adaptation Assistance Program) is not sufficiently publicized</i>	Promote the program by adding an article in Info-Kirkland and redirect people to the Québec government website to get more information	0%	Limited publications in 2020 Postponed to 2021

2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
<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 building is fully adapted for people with disabilities before a construction permit is issued	0%	Postponed to 2021
<i>The Ecclestone park chalet is not accessible to people in a wheelchair</i>	Install a normalized access ramp at the Ecclestone park chalet	50%	Approval received in 2020 Renovations planned for 2021
<i>The Ecclestone park chalet washrooms are not adapted</i>	Build adapted washrooms in the Ecclestone park chalet	50%	Approval received in 2020 Renovations planned for 2021
<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	0%	Assessment during tendering process for professional services for the execution of plans and quotes for the Maison Lantier rehabilitation work

2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
	culture et des communications, 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		Summer 2021
<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	0%	Assessment during tendering process for professional services for the execution of plans and quotes for the Maison Lantier rehabilitation work Summer 2021
<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	0%	Annual assessment (summer) Action plan, if applicable – 2021-2022
<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	0%	Postponed to 2021

2020 Annual Review

2020 Annual Review			
Barriers	Actions	Rate of completion	Review
	services and adapted means of communication		
<i>The municipal employees in direct contact with the public is not aware of the particular needs of disabled people in Kirkland</i>	Complete the steps taken with K�roul to offer training to the municipal employees who are in direct contact with the public regarding services offered for people with disabilities	0%	Training now offered online Postponed to fall 2021

2020 Action Plan

IMPLEMENTATION OF THE ACTION PLAN

The Director General’s Office, supported by the Recreation and Library Department and other municipal services, ensures 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 2021

Part 1: Urban and architectural accessibility

1.1 Municipal infrastructures

1.1.1 Access to municipal buildings and recreation infrastructures

Barriers	Actions	Timeframe	Responsible Department
<i>The entrance door of the Municipal garage on rue Claude-Jodoin doesn’t open automatically.</i>	Install an automatic opening device	Postponed to 2021-2022	Public Works
<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 K�roul to verify all basic elements that need to be considered to support universal access in the park chalets	Postponed to 2021-2022	Recreation Public Works

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<i>The Ecclestone park chalet is not accessible to people in a wheelchair</i>	Install a normalized access ramp at the Ecclestone park chalet	Fall 2021	Public Works Engineering Recreation
<i>The Ecclestone park chalet washrooms are not adapted</i>	Build adapted washrooms in the Ecclestone park chalet	Fall 2021	Public Works Recreation
<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 des communications, architectural and engineering firms to know more about renovating heritage buildings – tendering process underway for professional heritage architectural services – assessment in summer of 2020	Fall 2021	Engineering Urban Planning Public Works Recreation
<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 – assessment in summer of 2020	Postponed to fall 2021	Engineering Public Works Recreation
1.1.2 Accessibility and safety of public roads			
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	2021-2022	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	Renewed annually	Engineering

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<p><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></p>	Assess the conformity of streets and sidewalks in terms of universal accessibility	Assessment summer 2021	Engineering
	Identify observed barriers by location	Action plan, if applicable - fall 2021	
	Propose and submit for approval a plan to implement the required corrective measures		
<h2>1.2 Commercial buildings and private rental buildings</h2>			
<h3>1.2.1 Municipal Bylaws</h3>			
Barriers	Actions	Timeframe	Responsible Department
<p><i>New commercial and industrial projects are not all adapted for people with disabilities</i></p>	Require a confirmation or proof from the developer that the building is fully adapted for people with disabilities before a construction permit is issued	Postponed to 2021	Urban Planning
<h2>Part 2: Accessibility regarding programs, services and employment</h2>			
<h3>2.1 Accessibility to a safe environment</h3>			
Barriers	Actions	Timeframe	Responsible Department
<p><i>The Emergency Measures Plan does not include any information regarding sheltering locations or services available to disabled persons in case of emergency</i></p>	Indicate in the Emergency Measures Plan the location of shelters accessible to disabled persons, as well as the availability of support services and adapted forms of communication	Postponed to fall 2021	Human Resources

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2.2 Accessibility and recreation activities			
Barriers	Actions	Timeframe	Responsible Department
<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	Postponed to 2021	Recreation
<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	Renewed annually	Recreation Director General
<i>Kirkland citizens have access to a limited number of audiobooks</i>	Improve the audio digital book collection at the Library	Renewed annually	Recreation Library
<i>People of other nationalities who have a visual or intellectual disability have access to a limited number of audiobooks</i>	Continue to promote the Hoopla service available of the Town's website	Renewed annually	Recreation Library
<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"> • Community Perspective in Mental Health • Proset Autism • Studio J 	2021 Renewed annually	Director General Finance
2.3 Employment			
Barriers	Actions	Timeframe	Responsible Department

2020 Action Plan

<p><i>Disabled persons face obstacles when it comes to finding work</i></p>	Renew a blue-collar worker’s Work Integration Contract	Renewed annually	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		
Renew the seasonal position of reading club aide for the reading club			
<p><i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i></p>	<p>Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons:</p> <ul style="list-style-type: none"> • Placement Potentiel 	2021 Renewed annually	Director General Finance
<p>Part 3: Accessibility regarding communications and democratic life</p>			
<p>3.1 Accessibility and information</p>			
Barriers	Actions	Timeframe	Responsible Department

2020 Action Plan

<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 municipality are accessible to everyone, including an article in Info-Kirkland regarding the Recreation Companion Card	Renewed annually	Recreation Communication
3.2 Democratic life, public consultations and citizen participation			
Barriers	Actions	Timeframe	Responsible Department
<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	Postponed to fall 2021	Recreation Communication
Part 4: Awareness and training			
4.1 Awareness			
Barriers	Actions	Timeframe	Responsible Department
<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>	Finalize measures defined with Keroul to provide training to the staff that works in direct contact with the public regarding services offered to persons with disabilities	Postponed to fall 2021	Human Resources Recreation
4.2 Training for municipal staff			

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Barriers	Actions	Timeframe	Responsible Department
<p><i>Municipal inspectors do not have the training required to properly inform the public regarding the accessibility standards pertaining to construction/renovation projects</i></p>	<p>Research to be done to find training for municipal inspectors regarding universal accessibility standards and training to be added to the training plan</p>	<p>Postponed to 2021-2022</p>	<p>Urban Planning</p>
<p><i>Organizations working with disabled persons do not receive sufficient funding in order to carry out their activities aimed at disabled persons</i></p>	<p>Earmark funds on an annual basis aimed at supporting local organizations working with disabled persons:</p> <ul style="list-style-type: none"> • Placement Potential • Community Perspective in Mental Health 	<p>2021 Renewed annually</p>	<p>Director General Finance</p>

2020 Action Plan

ADOPTION OF THE ACTION PLAN

The 2021 Action Plan was adopted by the municipal council on April 6, 2021. It is available in PDF format on the Town's website at www.ville.kirkland.qc.ca, under Resources Accessible to Persons with Disabilities.

