



BEACONSFIELD

UNIVERSAL ACCESSIBILITY
An Action Plan for Persons with Disabilities
2022



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Introduction and definitions

Introduction

This action plan demonstrates the City of Beaconsfield's commitment to taking concrete measures to promote the inclusion, integration, and full participation of everyone on its territory. In this regard, the City has undertaken to carry out an ongoing analysis of current and potential obstacles to the integration of individuals with disabilities, regardless of gender, age, type of obstacle or functional limitation.

With a view to integrating universal accessibility using a multi-sectoral approach to the projects, facilities and services offered, this plan:

- Describes current barriers
- Lists recurring actions
- Presents achievements
- Identifies goals for the coming year

This revamped action plan is intended as a tool for municipal staff, with the aim of promoting a better understanding of the issues related to universal accessibility and the proactive implementation of a range of actions, ranging from the small gestures that make a difference in the daily lives of those who use our services to large-scale projects incorporating facilities that meet the needs of all our citizens, regardless of their abilities.

It also aims to make the population aware of all the actions, recurring or new, that are implemented by the City of Beaconsfield each year.

Enjoy your reading!

A few definitions

Inclusion

Broadly speaking, the inclusion of persons with disabilities refers to the promotion and participation of persons with disabilities in all aspects of society and to providing them with the necessary support and reasonable accommodations so that they can participate fully and enjoy a high quality of life. This commitment extends to residents, visitors and employees who have a disability, whether visible or not.

Accessibilité universelle

Universal accessibility is defined as the character of a product, process, service, information or environment that, with the aim of equity and in an inclusive approach, allows any person to carry out activities independently and to obtain equivalent results¹.

ALTERGO adds that “in practical terms, universal accessibility allows everyone, regardless of ability, to benefit from the same opportunities, and a quality experience, independently.”²

¹ Definition developed in 2011 by: Groupe DÉFI Accessibilité (GDA) – Rapport de recherche pour les milieux associatifs de Montréal – Accessibilité universelle et designs contributifs (version 5.3), LANGEVIN, ROCQUE, CHALGHOUMI et GHORAYEB, Université de Montréal

² ALTERGO: <https://altergo.ca/fr/accessibilite-universelle/quest-ce-que-laccessibilite-universelle/>

Person with a disability

A person with a disability has an impairment that results in a significant and persistent disability that substantially limits his or her ability to perform everyday activities³. A disability may be visual, auditory, motor, intellectual, behavioral, or cognitive⁴.

Barrier

The term barrier is broadly defined as a factor in the social or physical environment that hinders the accomplishment of a life habit and results in a situation of disability. This concept goes beyond physical accessibility. While some barriers may be physical such as architectural, material, communication or technological, others may be social such as practices, behaviors, or attitudes.

Goals of the Action Plan

Formal commitment

Through the annual renewal of this action plan, the City of Beaconsfield is committed to :

- Creating a more inclusive community for people living with disabilities by reducing physical, social, communication and psychological barriers
- Recognizing the differences in physical ability, strengths and challenges that our citizens may face, in order to facilitate their full participation in community life and access to municipal services
- Providing the community with an environment that can accommodate as many individuals as possible, rather than opting for more expensive and specialized solutions for a smaller number of individuals
- Reducing the need and cost associated with providing disability-specific solutions by being proactive and developing a generalized approach to designing an environment that can accommodate a greater number of individuals
- Planning the design of new municipal buildings, environments, products, services and programs with universal accessibility principles in mind

Goals for the Action Plan

- Identify barriers to the inclusion of persons with disabilities
- Identify accomplishments from the previous year
- Identify planned actions for the coming year
- Identify other relevant recommendations and details
- Disseminate the action plan annually

³ Section E-20.1 - Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration 2004, c. 31, a. 1.

⁴ Canadian Society for the International Classification of Impairments, Disabilities and Handicaps

Legal framework

Bill 56

In 2004, Bill 56⁵ was adopted. This Bill amended the Act to secure the handicapped in the exercise of their rights, amongst others, and replaced its title by the Act to secure the rights of handicapped persons with a view to achieving social, school and workplace integration into society, CQLR c E-20.1.

Section 61.1 of the law requires municipalities with populations of at least 15,000 inhabitants to produce, adopt and make public an annual action plan identifying the barriers to integration that persons with handicaps encounter. Furthermore, the municipality must promote the plan's implementation.

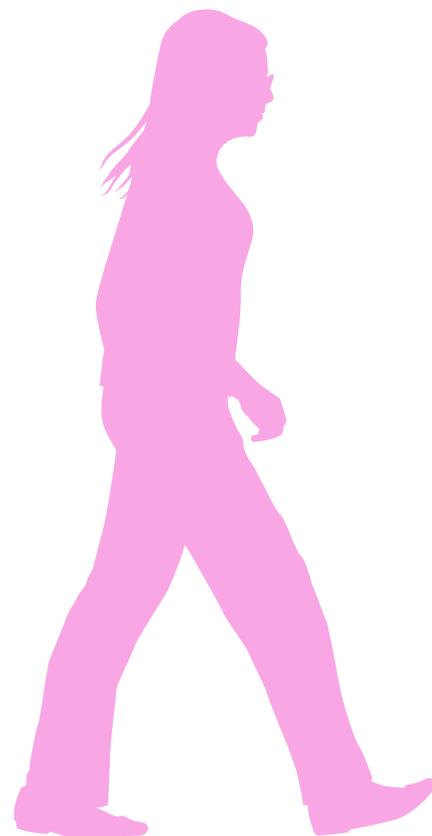
Section 61.3 stipulates that during the procurement of goods and services, municipalities shall consider accessibility issues for persons with disabilities.

Section 61.4 states that public institutions shall appoint a Coordinator of services for disabled persons and transmit this person's contact information the Office des personnes handicapées du Québec⁶. The Coordinator shall act as the primary liaison between the institution and the Office.

In conformity with the above-stated law, the City of Beaconsfield presents its Action Plan for persons with disabilities, identifying the barriers to integration encountered by handicapped persons in the City, and describing the measures taken over the past years and those to be taken in 2021 to reduce these barriers.

⁵ An Act to amend the Act to secure the handicapped in the exercise of their rights and other legislative provisions

⁶ Office des personnes handicapées du Québec: ophq.gouv.qc.ca



A portrait of Beaconsfield

The following is an estimate of the number of Beaconsfield residents aged 15 and over with one or more disabilities.

Note that these numbers were extrapolated using data available from the 2017 Canadian Survey on Disability (CSD).

Some quick facts:

- 2,726 citizens aged 15 and over with one or more disabilities, or nearly 17% of citizens in this age group
- Of these, nearly 58.7%, or 1,533 individuals, have a disability considered mild or moderate
- Disabilities caused by pain, flexibility or mobility problems as well as mental health problems are the most frequently observed

Table 1. Disability rates of persons 15 years and older in Beaconsfield in 2021 by age

AGE	TOTAL POPULATION OF BEACONSFIELD IN 2021	TAUX D'INCAPACITÉ	CITOYEN.NE.S ATTEINT.E.S D'UNE INCAPACITÉ (ESTIMÉ)
15 to 24	2695	10.00%	269
25 to 34	1190	10.50%	125
35 to 44	2290	13.30%	304
45 to 54	2935	15.60%	458
55 to 64	2925	19%	556
Total 15 to 64	12,035	14%	1685
65 to 74	2040	20.20%	412
75 years +	2175	32.80%	713
Total 65 years +	4215	24.70%	1041
TOTAL 15 YEARS +	16,250	19.35%	2726

Most recent disability rate percentages for the province of Quebec taken here:

Office des personnes handicapées du Québec. 2022. (table). *Taux d'incapacité au Québec et dans les régions administratives*. Disability rate of persons aged 15 and over in Quebec in 2017 by age. Drummondville. Updated May 2022.

<https://www.ophq.gouv.qc.ca/publications/statistiques/personnes-handicapees-au-quebec-en-chiffres/taux-dincapacite-au-quebec-et-dans-les-regions-administratives.html>

Total population of 2021 taken from here:

Statistics Canada. 2022. (table). Census Profile. 2021 Census of Population. Statistics Canada Catalogue no. 98-316-X2021001. Ottawa. Released November 30, 2022.

<https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E> (accessed November 30, 2022).

Table 2. Severity of disability for persons with disabilities aged 15 years and older

ESTIMATES		NUMBER OF PERSONS	PERCENTAGE
	Persons with disabilities, all levels of severity	2726	100%
15 years +	Severity of the disability		
	TOTAL	2726	100%
	Light	1051	38.55%
	Moderate	549	20.14%
	Severe	529	19.41%
	Very severe	597	21.90%

Most recent disability rate percentages for the province of Quebec taken here:

Statistics Canada. Table 13-10-0375-01 Severity of disability for persons with disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories
 DOI : <https://doi.org/10.25318/1310037501-fra>

Table 3. Type of disability for persons with disabilities aged 15 years and over, by age group

ESTIMATES		NUMBER OR PERSONS	PERCENTAGE
	Total population with a disability	2726	100%
15 ans et +	Type of disability		
	Pain	1655	60.70%
	Flexibility	1112	40.80%
	Mobility	1082	39.70%
	Mental health	774	28.40%
	Vision	532	19.50%
	Hearing	474	17.40%
	Dexterity	417	15.30%
	Learning	592	21.70%
	Memory	360	13.20%
	Development	142	5.20%
	Type of disability unknown*	65	2.40%

* use with caution. N.B. A person may have more than one disability.

Most recent percentages of disability types for the province of Quebec taken here:

Statistics Canada. Table 13-10-0376-01 Disability type for persons with disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories
 DOI : <https://doi.org/10.25318/1310037601-fra>

Working group

Coordinator

The development, implementation and follow-up of the Action Plan is the responsibility of the Culture and Recreation Department, under the direction of Mélanie Côté. Élisabeth Lemyre, Division Manager - Culture and Library, is the coordinator of this action plan. In 2022, the plan was developed in collaboration with all City departments. Meetings were held between the coordinator and the directors of all departments to review the year 2021 and establish the actions to be taken in 2022. Comments from a resident who uses our facilities and services were also collected in order to better understand the real needs of universal accessibility in the community.

SERVICE	DIRECTOR	FIELDS OF ACTIVITY RELATED TO THE ACTION PLAN
Administration and Council	Patrice Boileau, DG	Budget, emergency measures
Urban Planning and Municipal Patrol	Denis Chabot	Urban planning, municipal patrol
Culture and Leisure	Mélanie Côté	Culture and leisure, events, community services
Finances and Treasury	Robert Lacroix	Purchasing, taxation, information technologies, telephony
Registry and Communications	Nathalie Libersan-Laniel	By-laws, resolutions, policies, communications, access to information
Human Ressources	Myriam Ritory	Employment equity, employee training
Public Works	Marie-Claude Desrochers	Infrastructures, buildings, parks
Sustainable Development	Andrew Duffield	Special projects



Accessibility of Municipal Buildings

			ACCESS TO BUILDINGS		WASHROOMS			
								
City Hall	1968	303 Beaconsfield Blvd.	✓	✓	✓		✓	
Herb Linder Annex	1980	303 Beaconsfield Blvd.	✓	✓	✓		✓	
Library	1968	303 Beaconsfield Blvd.	✓	✓	✓		✓	
Centennial Hall	1941	288 Beaconsfield Blvd.	✓		✓		✓	
Public Works	1967	300 Beaufort	✓	✓	✓		✓	
Recreation Centre	1974	1974 City Lane	✓	✓	✓		✓	
Indoor pool	1974	1974 City Lane	✓		✓		✓	
Arena	1974	1974 City Lane					✓	
Gymnasium	1974	1974 City Lane	✓		✓		✓	
Multipurpose rooms	1995	1974 City Lane	✓		✓		✓	
Beacon Hill Chalet	1965	100 Harwood	DEMOLITION 2023					
Briarwood Chalet	1982	50 Willowbrook	✓		✓			
Christmas Chalet	1982	424 Beaconsfield Blvd.	✓		✓			
Drummond Chalet	1965	200 Fieldsend	✓					
Heights Chalet	1965	225 Evergreen					✓	
Rockhill Chalet	1969	540 Beaufort					✓	
Shannon Chalet	2017	340 Preston	✓		✓		✓	
Windermere Chalet	1970	303 Sherbrooke					✓	
Beaufort Pool	1963	545 Beaufort	✓					
Heights Pool	1963	275 Allcroft	✓		✓		✓	
Windermere Pool	1962	323 Windermere	✓				✓	
Beaconsfield Yacht Club	1810	26 Lakeshore Road						
Beaconsfield Centennial Marina (Lord Reading Yacht Club)	1949	260 Beaconsfield Blvd.						



Barriers

Accessibility of public spaces

Since 2010, the City has actively worked at retrofitting City facilities to improve accessibility; however, some barriers remain :

Beaconsfield Recreation Centre

The Recreation Centre is accessible; however, the layout makes it difficult for persons with physical disabilities to access the different facilities.

- The lower level entry is equipped with a ramp and an automatic door but the dimensions of the lower tier are insufficient
- While entry allows access to the lower level and the pool, individuals must go outside and re-enter via the main level to access the other facilities located on the first and second floors
- The pool changing rooms are accessible with help, but the washrooms do not accommodate wheelchairs
- The Centre's reception counter is too high
- The only accessible washrooms are located on the upper floor
- The arena spectator stands are not wheelchair accessible

Parking lots and accessibility

- There is no paved direct access from the designated parking at the Recreation Centre to the access ramp

Beaconsfield Library

- The Library is accessible via automatic doors
- Both washrooms are wheelchair accessible; however, the doors are heavy and manoeuvrability is difficult

Parks, play areas and recreational equipment

The majority of Beaconsfield's parks were built between 1960 and 1990. Some parks were renovated recently, park equipment has been replaced over the years and handicap swings were installed, but several Beaconsfield parks still require a facelift to adapt to modern day realities and to serve a broader range of users.

- A lot of play areas remain inaccessible to persons with limited mobility
- There is a lack of equipment for special populations including seniors
- Many parks lack paved paths to travel from the parking lot to the facilities

Park Chalets

The City owns seven park chalets, built between 1965 and 1984, equipped with basic benches and washrooms. An eighth chalet, located at Shannon Park, was built recently, in 2019.

- Most do not have adapted washroom facilities
- Some access ramps need to be updated to be up to code

Herb Linder Annexe

- Outside patio is uneven and inaccessible by wheelchair

Outdoor pools

In 2015, the City invested in the construction of access ramps and parking spaces at all three municipal pools. Remaining barriers include :

- Inaccessible washrooms
- No autonomous access to pool for persons with disabilities

Communications and public awareness

- The web page contains minimal content on accessible services and programs available in the City
- The public lacks a general understanding of the needs or achievements of persons with disabilities

Customer service and employee awareness

- Most staff received basic training on providing services to customers with special needs, but additional training is required
- Employees have received minimal training in how to efficiently accompany persons with disabilities or respond to their needs during emergency situations
- A lot of promotion was done since the beginning of the pandemic for the Vulnerable Person Registry. The number of residents registered has doubled since 2019. Promotion still has to be done as there are still some residents who are not aware of the Registry and how it can provide assistance to them in case of an emergency

Transportation

With an aging population and the loss of autonomy comes an increasing need for adapted transport. Having the freedom to move around and take part in the community is a fundamental right.

Contract management policy

The City's purchasing policy does not make mention of accessible purchasing by virtue of article 61.3 of the law.

The actions identified for the year 2022 have been paired with a barrier from this list to facilitate tracking of actions



Achievements

Ongoing actions

Several measures are integrated into the City of Beaconsfield's ongoing operations and are completed on a systematic basis each year. They have been completed in 2021 and 2022. They are listed by theme and by sectors in charge.

ACTION	SECTOR(S) IN CHARGE
BY-LAWS, RESOLUTIONS AND POLICIES	
Organization of public consultations on bciti	Communications Council and Administration
Appointment of a member to the Culture and Leisure Committee with personal or professional experience in universal accessibility	Culture and Leisure Council and Administration
Renewal and implementation of the Age-Friendly Municipality (AFM) Action Plan for 2018-2022	Culture and Leisure
Action plans: integrate and implement actions that promote universal accessibility and inclusion of all citizens	Culture and Leisure Sustainable Development Registry and Communications
Providing free bus tickets to people who are 65 years of age or older and who receive G.I.S. in addition to the Old Age Security pension	Finances
FISCAL ACCOUNTABILITY	
Allocation, according to the budget and available resources, of a grant to local organizations serving people with disabilities and vulnerable clients	Council and Administration Finances
Adoption of the capital expenditure program for projects that improve infrastructure accessibility (every 3 years)	Council and Administration Finances
Provision of free bus tickets to people aged 65 or over who receive the G.I.S. in addition to the Old Age Security pension	Finances
ACCESSIBLE PURCHASING (GOODS AND SERVICES)	
Incorporate, where possible, accessibility criteria and options into any acquisition or lease of goods, services or new facilities (e.g., accessible park furniture).	Finances
Educate managers and employees on compliance with legislation and best practices in the procurement of goods and services accessible to people with disabilities.	Finances

ACTION	SECTOR(S) IN CHARGE
URBAN PLANNING AND ACCESSIBILITY	
Update the urban plan and zoning by-law to take into account the specific needs of people with disabilities.	Urban Planning and Municipal Patrol
Promote an approach to the design, renovation and construction of multi-family housing that encourages adaptability to the changing lifestyles and needs of an aging population to builders and contractors.	Urban Planning and Municipal Patrol
Support the Société d'habitation du Québec's Residential Adaptation Assistance Program by providing a portion of the financial contribution for program management by the City.	Urban Planning and Municipal Patrol
Develop and implement the Site Planning and Architectural Integration By-law by ensuring that barrier-free elements are included in the design and planning of new construction and redevelopment projects.	Urban Planning and Municipal Patrol
Develop a plan for a neighbourhood park that is inclusive and universally accessible, ensuring that a proportion of the play modules are adapted for various types of disabilities.	Culture and Leisure
Prioritize snow removal at intersections, bus stops and dedicated parking spaces at public facilities	Public Works
Continued improvement of accessibility of public buildings with utility equipment and signage	Public Works Registry and Communications
Refresh municipal parking lot markings (every 2 years)	Public Works
Remove snow from bicycle paths in winter (between January 1st and March 1st)	Public Works
LEISURE, SPORTS, TOURISM, CULTURE AND DAY CAMPS	
<p>Promote optimal accessibility to events by incorporating the following measures :</p> <ul style="list-style-type: none"> • Installation of adapted toilets • Increasing the number of reserved parking spaces (for people with disabilities and reduced mobility) • Offer a cart service 	Culture and Leisure Public Works
Offer hybrid programming that encourages a mode of participation based on each individual's abilities (on-site, remote (live/broadcast), take-home kit, etc)	Culture and Leisure

ACTION	SECTOR(S) IN CHARGE
LEISURE, SPORTS, TOURISM, CULTURE AND DAY CAMPS	
Acquire of materials for the library in a variety of accessible formats, including large print books, audio books in physical and digital formats.	Culture and Leisure
Maintain the integration service for day camp activities for children with disabilities. Request for an annual grant through the Programme d'accompagnement en loisir de l'Île de Montréal.	Culture and Leisure
Offer home delivery of library materials to vulnerable citizens.	Culture and Leisure
Offer a variety of ways to register for programs and activities (online, by phone, on site)	Culture and Leisure
Offer activities to seniors on a weekly basis in a fully accessible facility.	Culture and Leisure
Participate in the CAL (Companion Leisure Card) Program	Culture and Leisure
Organize public awareness activities for the Semaine québécoise des personnes handicapées (June) and the International Day of Persons with Disabilities (December)	Culture and Leisure
Collaboration with external partners to offer recreational courses to people with disabilities (e.g. Bluefins and Lasheshore soccer)	Culture and Leisure
TRAINING AND AWARENESS	
Specialized training for day camp counselors	Culture and Leisure
Grant from Altergo to hire an attendant for a child with a disability for day camps	Culture and Leisure
COMMUNICATIONS	
Webcast of Council meetings	Registry and Communications
Allow questions to be taken by email prior to Council meetings	Registry and Communications
Publicize, disseminate and promote action plans identifying measures targeting seniors, people with disabilities and vulnerable populations	Registry and Communications
Develop of short video clips, containing little text and present the information to be communicated in a visual way (e.g.: by-laws, activities, etc.)	Registry and Communications

ACTION	SECTOR(S) IN CHARGE
COMMUNICATIONS	
Offer “voice to text” option for the hearing impaired when sending a CodeRED message	Registry and Communications
Capture and broadcast of activities, events and conferences on the municipality’s YouTube channel, for live and/or recorded viewing	Registry and Communications Culture and Leisure
Promote the City’s Vulnerable Persons Registry to those most at risk	Registry and Communications
Promote the 2-1-1 community resource service and resources available from local agencies	Registry and Communications
Make communications accessible, with an emphasis on adapting general services to citizens and paying attention to the colors and fonts used (visual contrast and size)	Registry and Communications
Use the bciti platform offering several remote services, including: <ul style="list-style-type: none"> • The creation of requests • Distribution of calendars (collection, etc.) • Citizen surveys 	Registry and Communications
Promote the achievements of people with disabilities by offering them increased visibility through our various tools and platforms (use of word clicks, sharing of publications, etc.)	Registry and Communications
EMERGENCY RESPONSE PLAN	
Maintain and update the Vulnerable Persons Registry and make ongoing improvements to it. Addition of the 70+ list in 2020.	Culture and Leisure Urban Planning and Municipal Patrol
Plan for the use of accessible accommodations and service centers for persons with disabilities (improved accessibility)	Culture and Leisure Public Works
Maintain an inventory of residences for seniors or individuals living with a disability	Culture and Leisure
Designate an employee to be responsible for services to evacuees with a disability requiring accommodation, transportation or other services	Culture and Leisure
As part of the Climate Change Adaptation Plan, include measures (3 specific actions for the 2021-2025 action plan) that will better inform and protect vulnerable populations during extreme weather conditions.	Sustainable Development

ACTION	SECTOR(S) IN CHARGE
BUILDINGS AND PUBLIC PLACES	
When developing parks, assess the accessibility of street furniture and prioritize replacement needs (e.g. accessible picnic tables)	Culture and Leisure Publics Works
Purchase accessible furniture for various sectors (parks, public buildings, etc.)	Finances
Implement and monitor the Parks and Green Spaces Master Plan, specifically the universal access and inclusive design section	Culture and Leisure Public Works
When renovating or constructing new public buildings, ensure that they meet the barrier-free design standards of the Quebec Construction Code	Public Works
Smooth curb cuts (transitions on 3 meters instead of 1.5 meters)	Public Works
EMPLOYMENT	
Take the necessary steps to obtain a grant for the hiring of a student chaperone for day camps	Human Ressources Culture and Leisure
Allocate the necessary support resources for the integration and supervision of an employee with an intellectual disability (e.g.: in-house sponsorship program)	Human Ressources Culture and Leisure
Maintain a fair and equitable workplace by ensuring that employment opportunities are open to all qualified individuals without discrimination	Human Ressources
Systematically ask candidates in all hiring processes if accommodations are required	Human Ressources
Ensure availability of internships for students with special needs	Human Ressources Culture and Leisure

2021 Assessment

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	As part of the Semaine québécoise des personnes handicapées (June) or the International Day of Persons with Disabilities (December 3), involve Council members in promoting the Action Plan to the public, who will relay the information via their social media By-laws, resolutions and policies	Number of posts on social media (minimum 1)	2021	Deferred to 2022-2023
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Adopt a resolution at the May Council meeting recognizing Semaine québécoise des personnes handicapées By-laws, resolutions and policies	Publication of the resolution	2021	100% complete
Contract Management Policy: the municipality's procurement policy does not address accessible procurement for persons with disabilities under section 61.3 of the Act.	Investigate the possibility of creating and implementing an administrative procedure that includes the principles of universal accessibility for compliance with standards in calls for tenders Finances	Production of analyses and recommendations	2021	Deferred to 2023 (changes in priorities)
Contract Management Policy: the municipality's procurement policy does not address accessible procurement for persons with disabilities under section 61.3 of the Act.	Continue to research the development of a procurement guide for the purchase or rental of any municipal equipment that meets universal accessibility standards Finances	Production of analyses and recommendations	2021	Deferred to 2023

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
<p>Accessibility of Public Places Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>As part of the Imagine SPACE project:</p> <ul style="list-style-type: none"> • Survey the needs of people with disabilities using the bciti platform • Using the Vision and Commitment Committee: provide a platform for diverse audiences to express their universal accessibility needs • Consider the principles of universal accessibility in the identification of needs for the development of the future multipurpose cultural center (building on one level) and the purchase of mobile goods (adapted furniture) <p>Sustainable Development</p>	<p>Production of various deliverables (survey, website, etc.)</p>	<p>2021</p>	<p>100% complete</p>
<p>Customer Service and Staff Awareness: Vulnerable Persons Registry and Vulnerable Persons Services</p>	<p>As part of the climate change adaptation plan:</p> <ul style="list-style-type: none"> • Ensure communication with local stakeholders to identify resources available to assist vulnerable populations <p>Sustainable Development</p>	<p>Various communications (emails, meetings, etc.)</p>	<p>2021</p>	<p>Deferred to 2022-2023</p>
<p>Accessibility of public places: that are not City buildings</p>	<p>Make real estate developers aware of the existence of the Regulation to amend the Construction Code and the need to comply with it as of September 1, 2020, when applying for a permit</p> <p>Urban Planning</p>	<p>Dissemination of regulations</p>	<p>2021</p>	<p>100% complete</p>
<p>Accessibility of public places: that are not City buildings</p>	<p>Promote the Petits établissements accessibles (PEA) program to private establishments and businesses, which aims to make private businesses and places of business accessible</p> <p>Urban Planning</p>	<p>Dissemination of program information</p>	<p>2021</p>	<p>100% complete</p>
<p>Transportation: having some autonomy to move around and be part of the community is a basic right.</p>	<p>Study of the possibility of installing rumble strips to facilitate accessibility for the visually impaired or blind</p> <p>Urban Planning</p>	<p>Production d'un rapport incluant recommandations et échéancier</p>	<p>2021</p>	<p>Deferred to 2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Communications and Public Awareness: the webpage contains little information about accessible services and programs available in the City..	On the website, create links to information about preventing violence or abuse of vulnerable persons (SPVM) Communications	Production of various deliverables (links on the website, publications on social networks to promote the section, etc.)	2021	Deferred to 2022
Communication: facilitate remote access for those who have difficulty traveling	Using the bciti platform: Implementation of an electronic citizen card Communications	Production of various deliverables (map available in the platform)	2021	Deferred to 2022-2023 Will be more of a portfolio of cards
Communication: facilitate remote access for those who have difficulty traveling	Using the bciti platform: Implementation of remote tools and calendars (ex.: directories) Communications	Production of various deliverables (calendars available in the platform, other information)	2021	100% complete, continuous improvement
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Using the bciti platform: send out a survey in June to poll citizens with one or more disabilities about our service offering and facilities Communications	Production of various deliverables (survey in the application, survey results)	2021	100% complete
Communications and public awareness: there is little information on the web page about accessible services and programs available in the City	Include, in municipal publications and on the City's website, a specific logo identifying accessible facilities - pictogram for accessible play modules, picnic tables, hall rentals, etc. Communications	Production of various deliverables (logo/pictogram, website, newsletter, etc.)	2021	Deferred to 2022
Communications and public awareness: there is little information on the web page about accessible services and programs available in the City	Re-evaluate the website tree, including the location of the Universal Accessibility Action Plan Communications	Production of a plan for a new tree structure	2021	Deferred to 2022-2023

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Communications and public awareness: there is little information on the web page about accessible services and programs available in the City	Create and distribute a video clip of universally accessible park play modules Communications	Production and distribution of the video capsule	2021	Deferred to 2022
Staff awareness: most staff have been trained to serve special needs clients, but additional training is required	Offer training for all poll officials to ensure that persons with disabilities and their companions are properly accommodated. All polling stations, both at advance polls and on Election Day, are accessible with staff to assist in areas where there are no automatic door openers. Pandemic adaptation: adapt voting in a pandemic context Registry	Provision of training Production of an action plan and procedures for voting in a pandemic context	2021	100% complete
Park chalets: most chalets do not have adapted washrooms and some ramps need to be upgraded	In collaboration with the Public Works Department, complete the Beacon Hill Chalet renovation project. Culture and Leisure and Public Works	Production of plans, renovation and upgrading of the space	2021	Deferred to 2023
Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities	Redevelop Briarwood Park including the addition of a fully accessible water feature, play modules designed to accommodate children in wheelchairs and wood chip surfacing. Culture and Leisure	Renovation and upgrading of the space	2021	Started in 2021, should be completed in 2022
Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities	Addition of a pathway, accessible street furniture and wood chip surfacing for the playground at Meadows Park Culture and Leisure	Production of plans, renovation and upgrading of the space	2021	100% complete

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
<p>Beaconsfield Recreation Centre: the recreation centre is accessible, but the layout makes it difficult for people with mobility impairments to access the different areas. The reception counter is too far away, the only accessible washrooms are on the upper level, etc.</p>	<p>Plan the renovation of the reception desk and public areas at the recreation center with an emphasis on universal accessibility (locker rooms, bathrooms, etc.) Culture and Leisure</p>	<p>Production of plans, renovation and upgrading of the space</p>	<p>2021</p>	<p>Deferred Change in priorities Date to be determined</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities Customer service: providing inclusive programs</p>	<p>Work more with local disability organizations to develop programs and services at the library Library</p>	<p>Frequent communication, meetings Production of analyses and recommendations</p>	<p>2021</p>	<p>Deferred to 2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities Customer service : providing inclusive programs</p>	<p>Explore the possibility of implementing specialized and inclusive programming at the Recreation Centre Culture and Leisure</p>	<p>Production of analyses and recommendations</p>	<p>2021</p>	<p>Deferred to 2022</p>
<p>Communications and public awareness: there is little information on the web page about accessible services and programs available in the City</p>	<p>In collaboration with the communications department, develop a pictogram to be added for all activities offering universal accessibility Culture and Leisure and Communications</p>	<p>Creation of a pictogram</p>	<p>2021</p>	<p>Deferred to 2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Provide a Pickleball demonstration with athletes with a disability Culture and Leisure	In-person event Advertising to promote the event	2021	Deferred to 2022
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Offer a performance/conference with artists with disabilities Library and Culture and Leisure	In-person event Advertising to promote the event	2021	Deferred to 2022
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Organize a special virtual activity for World Down Syndrome Day Library and Culture and Leisure	Virtual event Advertising to promote the event	2021	Deferred to 2022
Customer service and staff awareness: employees received basic training on how to effectively support people with disabilities or respond to their needs in emergency situations	Systematically train staff in the use of equipment and materials available for people with disabilities (e.g., walker in the library, wheelchair, etc.): <ul style="list-style-type: none"> • To be incorporated into training plans • Provide regular reminders (annual or bi-annual) Culture and Leisure	Include this in training plans Sending periodic reminders to teams (by email or in person)	2021	Deferred to 2022
Staff awareness: employees have received basic training on how to effectively support people with disabilities or respond to their needs in an emergency	Participation of Recreation Center staff in training on proper evacuation methods. This training will include evacuation of persons with disabilities Culture and Leisure	Offer of a training	2021	Deferred to 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Staff awareness: promoting inclusion in the workplace	Promote the policy for employees returning to work following a leave of absence. Human Resources	Meetings with the teams or managers concerned	2021	Partially completed (support from individuals) Deferred to 2022-2023
Staff awareness: promoting inclusion in the workplace	With the collaboration of the Communications Department, provide all new elected officials and employees with information on the City's commitment to inclusiveness. Human Resources and Communications	Various communications (in person at the training, emails, etc.) Sharing of the employment equity action plan Awareness in the employee welcome guide	2021	100% complete
Staff awareness: promoting inclusion in the workplace	Write and share a guide on cognitive biases and intercultural communication Human Resources	Production of various deliverables (guide, etc.)	2021	Deferred to 2022
Staff awareness: most staff have been trained to serve special needs clients, but additional training is required	Offer online training to better welcome people with disabilities Human Resources	Invitation sent to all employees Evaluation of the number of people who took the training	2021	100% complete
Staff awareness: promoting inclusion in the workplace	Draft and disseminate of a diversity and inclusion policy. Human Resources	Production of various deliverables (policy, directive, etc.)	2021	Deferred to 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Staff awareness: promoting inclusion in the workplace	Develop and distribute recruitment videos on diversity Human Resources	Production of various deliverables (video, emails, newsletter, etc.)	2021	100% complete
Park chalets: most chalets do not have adapted washrooms and some ramps need to be upgraded	Improve universal accessibility for the following project • Beacon Hill Chalet Reconstruction Public Works	Production of plans, renovation and upgrading of the space	2021	Deferred to 2022
Parks, playgrounds and recreational equipment: many of Beaconsfield's parks are in need of rejuvenation to adapt to modern realities and to serve a wider range of users	Universal accessibility improvements for the following projects • Redevelopment of Briarwood Park Public Works	Production of plans, renovation and upgrading of the space	2021	Started in 2021 Planned to be finished in 2022
Parks, playgrounds and recreational equipment: many of Beaconsfield's parks are in need of rejuvenation to adapt to modern realities and to serve a wider range of users	Universal accessibility improvements for the following project • Improvements to Meadows Park Public Works	Production of plans, renovation and upgrading of the space	2021	100% complete
Parks, playgrounds and recreational equipment: many of Beaconsfield's parks are in need of rejuvenation to adapt to modern realities and to serve a wider range of users	Plan for the complete redevelopment of Windermere Park including a pool, clubhouse, sports fields and playgrounds Public Works	Production of plans, call for tender documents, etc.	2021	Deferred to 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Transportation and safety: having some autonomy to move around and be part of the community is a fundamental right (safety and accessibility of pedestrian routes)	Rehabilitation and widening of sidewalks to 1.83 meters <ul style="list-style-type: none"> • On Beurepaire, from Sweetbriar to Franklin (600 metres) • On Beurepaire from Baie d'Urfé to Lakeview Boulevard (500 metres) • On Elm from Brown Owl Lane to Allancroft - widening Public Works	Production of plans, renovation and upgrading of sidewalks	2021	100% complete
Transportation and safety: having some autonomy to move around and be part of the community is a fundamental right (safety and accessibility of pedestrian routes)	Addition of a sidewalk on Creswell at the corner of St-Charles. Public Works	Production of plans, renovation and upgrading of sidewalks	2021	100% complete
Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities	Awarding of the mandates for the upgrade of the parks Briarwood and Meadows parks (with construction scheduled for 2021) Public Works	Resolution adopted by the Board Contracts signed	2021	100% complete
Transportation and safety: having some autonomy to move around and be part of the community is a fundamental right (safety and accessibility of pedestrian routes)	Heritage Street, Laurier Court and Raspberry Crescent lighting upgrade Public Works	Improved lighting	2021	Achieved at 50%. Delay in the delivery of the material.
Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities	Incorporate appropriate surfaces to facilitate access to play structures for persons with disabilities (e.g., wood chips instead of sand or gravel) - planned for Briarwood and Meadows parks Public Works	Use of wood chips for park surfaces	2021	Meadows : 100% complete Briarwood : planned to be finished in 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2021)
Parking lots and accessibility: no direct paved access from the Recreation Centre's reserved parking spaces to the access ramp	Redesign the recreation center parking lot to make it more accessible and remove the current barrier Public Works	Repaving of the recreation center parking lot. Identification of suitable parking spaces	2021	Deferred to 2022
Public space accessibility: Beaconsfield Library	Upgrade the library's public washrooms (change of doors) Public Works	Installation of automatic doors.	2021	Deferred to 2022



Action Plan 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	As part of the Semaine québécoise des personnes handicapées (June) or the International Day of Persons with Disabilities (December 3), involve Council members in promoting the Action Plan to the public, who will relay the information via their social media accounts By-laws, resolutions and policies	Number of posts on social media (minimum 1)	2022-2023
Contract management policy: the municipality's purchasing policy does not address accessible procurement for persons with disabilities under section 61.3 of the Act.	Investigate the possibility of creating and implementing an administrative procedure that includes the principles of universal accessibility for compliance with standards in calls for tenders Finances and Treasury	Production of analyses and recommendations	2023
Contract management policy: the municipality's purchasing policy does not address accessible procurement for persons with disabilities under section 61.3 of the Act.	Continuing to research the development of a procurement guide for the purchase or rental of any municipal equipment that meets universal accessibility standards Finances and Treasury	Production of analyses and recommendations	2023
Accessible public places: Library and Centennial	Imagine the SPACE Project: Taking into account the principles of universal accessibility in the identification of the needs for the development of the cultural center (one level building) and the purchase of mobile goods (adapted furniture) Sustainable Development, Library and Culture	Production of a grant application	2022
Customer service and staff awareness: Vulnerable Persons Registry and Vulnerable Persons Services	As part of the climate change adaptation plan: <ul style="list-style-type: none"> • Ensure communication with local stakeholders to identify resources available to assist vulnerable populations Sustainable Development	Various communications (emails, meetings, etc.)	2022-2023

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Transportation : having some autonomy to move around and be part of the community is a basic right.</p>	<p>Study of the possibility of installing rumble strips to facilitate accessibility for the visually impaired or blind Urban Planning</p>	<p>Production of a report including recommendations and timeline</p>	<p>2022</p>
<p>Communications and public awareness: the webpage contains little information about accessible services and programs available in the City.</p>	<p>On the website, create links to information about preventing violence or abuse of vulnerable persons (SPVM) Communications</p>	<p>Production of various deliverables (links on the website, publications on social networks to promote the section, etc.)</p>	<p>2022</p>
<p>Communications : facilitate remote access for those who have difficulty traveling</p>	<p>Using the bciti platform: Implementation of an electronic citizen card, which will take the form of a card wallet. Communications</p>	<p>Production of various deliverables (map available in the platform or app)</p>	<p>2022-2023</p>
<p>Communications and public awareness: there is little information on the web page about accessible services and programs available in the City</p>	<p>Include a specific logo in municipal publications and on the City's website to identify accessible facilities - pictogram for accessible play modules, picnic tables, hall rentals, etc. Communications</p>	<p>Production of various deliverables (logo/ pictogram, website, newsletter, etc.)</p>	<p>2022</p>
<p>Communications and public awareness: there is little information on the web page about accessible services and programs available in the City</p>	<p>Re-evaluate the website tree structure, including the location of the Universal Accessibility Action Plan Communications</p>	<p>Production of a plan for a new tree structure</p>	<p>2022-2023</p>

OBSTACLE	MESURE	INDICATEURS DE RÉSULTATS	ÉCHÉANCIER
<p>Communications and public awareness: there is little information on the web page about accessible services and programs available in the City</p>	<p>Create and distribute a video clip of universally accessible game modules Communications</p>	<p>Production and distribution of the video capsule</p>	<p>2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Published an article in the City's magazine to mark the retirement of an employee with Down syndrome after 35 years of service Communications and Library</p>	<p>Production of an article in the City's magazine</p>	<p>2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities Customer service: providing inclusive programs</p>	<p>Work more with local disability organizations to develop programs and services at the library Library</p>	<p>Frequent communication, meetings Production of analysis and recommendations</p>	<p>2022</p>
<p>Customer service: providing inclusive programss</p>	<p>Addition and enhancement of a collection for children with special needs (2 sections: adapted books for children with dyslexia, and books explaining certain limitations or featuring characters with disabilities). Library</p>	<p>Production of various deliverables (identification sticker, posters for promotion, article in Contact magazine, etc.)</p>	<p>2022</p>
<p>Customer service: providing inclusive programss</p>	<p>Host groups of students with special needs on a regular basis for visits to the library. Library</p>	<p>Miscellaneous communications (emails and calls with teachers)</p>	
<p>Customer service: providing inclusive programss</p>	<p>Addition of the BibliOdyssée database, offering books in FROG format, specially designed for accessibility to reading among young people. Library</p>	<p>Addition of the database to the library's digital offer. Publicizing the service (articles in the Contact, etc.)</p>	<p>2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer service: providing inclusive programs</p>	<p>With a grant from the “Culture and Inclusion” program of the Ministry of Culture and Communications, develop and implement the “Incursions” project, aimed at offering groups of students with disabilities from two schools in the territory (Place Cartier and John F. Kennedy) cultural workshops, led by members of local cultural associations and co-facilitated in part by a person with a disability</p> <p>Library</p>	<p>Program offerings Production of reports</p>	<p>2022</p>
<p>Customer service: providing inclusive programs</p>	<p>Writing a grant application for the Ministry of Culture and Communications’ Call for Projects in Culture for Mental Health for Youth 12-18.</p> <p>Library and Culture and Leisure</p>	<p>Production of various deliverables (grant application, project sheet, etc.)</p>	<p>2022</p>
<p>Customer service and staff awareness: employees received basic training on how to effectively support people with disabilities or respond to their needs in emergency situations</p>	<p>Provide the Accueil des personnes ayant une limitation fonctionnelle training to front-line staff and selected members of cultural associations as part of the “Incursions” project.</p> <p>Library and Culture and Leisure</p>	<p>Training Course Notes</p>	<p>2022</p>
<p>Customer service and staff awareness: employees received basic training on how to effectively support people with disabilities or respond to their needs in emergency situations</p>	<p>Provide the Accompagnement en loisir des jeunes ayant une limitation fonctionnelle training to front-line staff of the Culture and Leisure service.</p> <p>Library and Culture and Leisure</p>	<p>Training Course Notes</p>	<p>2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Offer a performance/conference with artists with disabilities</p> <p>Bibliothèque et Culture et loisirs</p>	<p>In-person event Advertising to promote the event</p>	<p>2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Organize a special virtual activity for World Down Syndrome Day Library and Culture and Leisure</p>	<p>Virtual event Advertising to promote the event</p>	<p>2022</p>
<p>Public Space Accessibility: Beaconsfield Library and Centennial Hall</p>	<p>Obtain a diagnosis of the accessibility of our cultural buildings through an exploratory walk, organized in collaboration with the organization AlterGo Library and Culture and Leisure</p>	<p>Production of analyses and a report with recommendations and remarks</p>	<p>2022</p>
<p>Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities</p>	<p>Redevelopment of Briarwood Park including the addition of a fully accessible water play structure, play modules designed to accommodate children in wheelchairs and wood chip surfacing. Culture and Leisure</p>	<p>Renovation and upgrading of the space</p>	<p>2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities Customer service: providing inclusive programs</p>	<p>Explore the possibility of implementing specialized and inclusive programming at the Recreation Centre Culture and Leisure</p>	<p>Production of analyses and recommendations</p>	<p>2022</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Provide a Pickleball demonstration with athletes with a disability Culture and Leisure</p>	<p>In-person event Advertising to promote the event</p>	<p>2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Customer service and staff awareness: employees received basic training on how to effectively support people with disabilities or respond to their needs in emergency situations</p>	<p>Systematically train staff in the use of equipment and materials available for people with disabilities (e.g., walker in the library, wheelchair, etc.):</p> <ul style="list-style-type: none"> • To be incorporated into training plans • Provide regular reminders (annual or bi-annual) <p>Culture and Leisure</p>	<p>Include this in training plans Send periodic reminders to teams (by email or in person)</p>	<p>2022</p>
<p>Staff awareness: employees have received basic training on how to effectively support people with disabilities or respond to their needs in an emergency</p>	<p>Participation of Recreation Center staff in training on proper evacuation methods. This training will include evacuation of persons with disabilities</p> <p>Culture and Leisure</p>	<p>Offer of a training</p>	<p>2022</p>
<p>Communications and public awareness: there is little information on the web page about accessible services and programs available in the City</p>	<p>In collaboration with the communications department, develop a pictogram to be added for all activities offering universal accessibility</p> <p>Culture and Leisure and Communications</p>	<p>Creation of a pictogram</p>	<p>2022</p>
<p>Staff Awareness: promoting inclusion in the workplace</p>	<p>Promote the policy for employees returning to work following a leave of absence.</p> <p>Human Resources</p>	<p>Meetings with the teams or managers concerned</p>	<p>2022-2023</p>
<p>Park chalets: most chalets do not have adapted washrooms and some ramps need to be upgraded</p>	<p>Improved universal accessibility for the following projects:</p> <ul style="list-style-type: none"> • Beacon Hill Cottage Reconstruction <p>Public Works</p>	<p>Production of plans, renovation and upgrading of the space</p>	<p>2022</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Parks, playgrounds, and recreational equipment: many of Beaconsfield’s parks need rejuvenation to adapt to modern realities and to serve a wider range of users</p>	<p>Improved universal accessibility for the following project: <ul style="list-style-type: none"> • Briarwood Park Redevelopment Public Works</p>	<p>Production of plans, renovation and upgrading of the space</p>	<p>2022</p>
<p>Parks, playgrounds and recreational equipment: many of Beaconsfield’s parks are in need of rejuvenation to adapt to modern realities and to serve a wider range of users</p>	<p>Plan the complete redevelopment of Windermere Park including a pool, clubhouse, sports fields, and playgrounds Public Works</p>	<p>Production of plans, call for tender documents, etc.</p>	<p>2022</p>
<p>Parks, playgrounds, and recreational equipment: many playgrounds remain inaccessible to people with disabilities</p>	<p>Incorporate appropriate surfaces to facilitate access to play structures for persons with disabilities (e.g., wood chips instead of sand or gravel) - planned for Briarwood and Meadows parks Public Works</p>	<p>Use of wood chips for park surfaces</p>	<p>2022</p>
<p>Parking lots and accessibility: no direct paved access from the Recreation Centre’s reserved parking spaces to the access ramp</p>	<p>Redesign the recreation center parking lot to make it more accessible and remove the current barrier Public Works</p>	<p>Repaving of the recreation centre parking lot. Identification of suitable parking spaces</p>	<p>2022</p>
<p>Public Space Accessibility: Beaconsfield Library</p>	<p>Upgrade the library’s public washrooms (change of doors) Public Works</p>	<p>Installation of automatic doors.</p>	<p>2022</p>
<p>Transportation and safety: having some autonomy to get around and be part of the community is a basic right (safe pedestrian routes)</p>	<p>Heritage Street, Laurier Court and Raspberry Creek lighting upgrade Public Works</p>	<p>Improved lighting</p>	<p>2022-2023</p>