



BEACONSFIELD

UNIVERSAL ACCESSIBILITY
An Action Plan for Persons with Disabilities
2023



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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:

- Lists recurring actions
- Presents achievements of the previous year, while describing the associated barriers and outcomes
- Identifies goals for the coming year, projected timeline and barriers
- Highlights some of the measures that have had the most impact in recent years

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 and 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.

Universal Accessibility

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, CHALGHOUIMI 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 of 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. It must also outline the actions planned for the current year and present a review of what has been put in place during the previous year. Furthermore, the municipality must promote the plan's implementation.

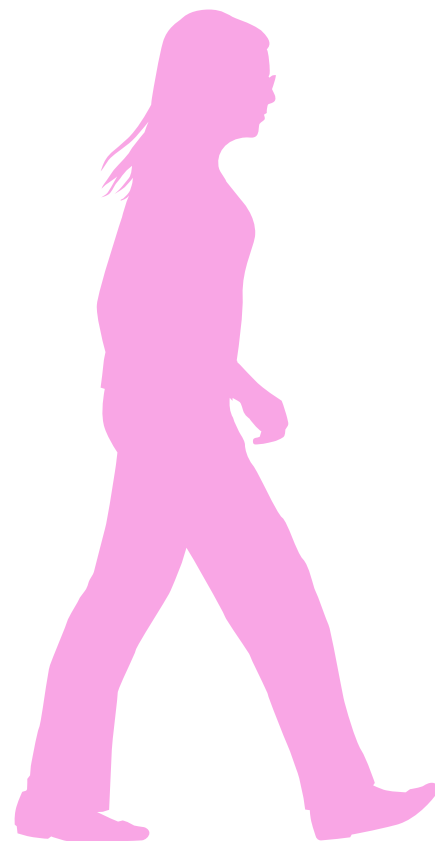
Section 61.3 stipulates that during the procurement of goods and services, municipalities shall consider accessibility issues for persons with disabilities.

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 2023 to reduce or eliminate 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. Élisabeth Lemyre, Division Manager - Culture and Library, is the coordinator of this action plan. As every year, the plan was developed in collaboration with all City departments in order to take stock of the previous year and establish the actions to be put forward for the coming year. In addition, feedback from a resident user of our facilities and services, mother of a young adult with special needs, was also collected in order to better understand the actual needs in order to improve the experience of our users with a developmental disability.

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	PLANNED INAUGURATION: 2023-2024					
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.						


ACCESSIBLE BUILDING


ACCESSIBLE WASHROOMS


AUTOMATIC CAUTION DOOR


ACCESSIBLE SINK AND MIRROR

✓
COMPLETE

✓
PARTIAL

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 Annex

- 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 2023 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 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	Registry and Public Affairs 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	Finance and Treasury
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 Finance and Treasury
Adoption of the capital expenditure program for projects that improve infrastructure accessibility (every 3 years)	Council and Administration Finance and Treasury
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	Finance and Treasury
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)	Finance and Treasury
Educate managers and employees on compliance with legislation and best practices in the procurement of goods and services accessible to people with disabilities	Finance and Treasury

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 Urban Planning and Municipal Patrol
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 an 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 Public Affairs
Allow questions to be taken by email prior to Council meetings	Registry and Public Affairs
Publicize, disseminate and promote action plans identifying measures targeting seniors, people with disabilities and vulnerable populations	Registry and Public Affairs
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 Public Affairs

ACTION	SECTOR(S) IN CHARGE
COMMUNICATIONS	
Offer “voice to text” option for the hearing impaired when sending a CodeRED message	Registry and Public Affairs
Capture and broadcast of activities, events and conferences on the municipality’s YouTube channel, for live and/or recorded viewing	Registry and Public Affairs Culture and Leisure
Promote the City’s Vulnerable Persons Registry to those most at risk	Registry and Public Affairs Culture and Leisure
Promote the 2-1-1 community resource service and resources available from local agencies	Registry and Public Affairs
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 Public Affairs
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 Public Affairs
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 Public Affairs
EMERGENCY RESPONSE PLAN	
Maintain and update the Vulnerable Persons Registry and make ongoing improvements to it	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
Promote an employee's return-to-work policy following an absence due to illness	Human Ressources
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

Spotlight on some of 2022's accomplishments



Upgrades to the Briarwood Park

The newly redeveloped park offers an inclusive and contemporary design concept with accessibility in mind for individuals of all ages and abilities so that they can have an experience that meets their needs and aspirations. The play modules are aimed at tactile, motor, cognitive and sensory exploration. It also offers a completely new-to-Beaconsfield addition: an accessible splash pad area!



Launch of the Connecting Beaconsfield Project

The Connecting Beaconsfield project aims to build climate resilience through social connection, particularly among vulnerable people. One of the goals is to pilot and implement actions to help improve social connection in the community. It is proven: social connection makes communities more resilient, healthy, and happy. This can only benefit all citizens. The project was launched in the fall of 2022 and will run until the fall of 2025.



Forays Project

Cultural Workshops

In the spring and fall of 2022, the Beaconsfield Library, in collaboration with four local cultural associations – the Beaconsfield Quilters Guild, the Beaconsfield Hooking Crafters Guild, the Beaconsfield Artists Association and the Beaurepaire-Beaconsfield Historical Society – started a series of four cultural workshops to 10 classes of students with special needs from Place-Cartier and John F. Kennedy schools. The goal was to give the students a chance to dive into Beaconsfield's cultural world and meet passionate artists, in addition to leaving each workshop with a significant object or a work of art that they created themselves.

This project was carried out with the financial support of the Ministère de la Culture et des Communications, thanks to a grant received as part of the Culture and Inclusion Call for Projects. Thank you to our partners: AlterGo and Regard9



Collection for children with special needs

The library also launched an inclusive collection for young people, which is in two parts. This project has enabled the library to better identify books published especially for dyslexic children, to enhance this collection and to add the BibliOdyssee database, containing around a hundred electronic books adapted for dyslexic students. The second part of the collection consists of a collection of non-fiction and fiction books featuring characters with special needs, ensuring the representation of all children.

2022 Assessment

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
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 Council and Administration Registry and Public Affairs	Number of posts on social media (minimum 1)	2022	100% complete
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Publish an article in the City's magazine to highlight the retirement of an employee with Trisomy 21 after 35 years of service. Registry and Public Affairs Culture and Leisure	Production of an article in the City's magazine	2022	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	2022	Deferred to 2024 (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	2022	Deferred to 2024 (changes in priorities)

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer Service: the offer of inclusive programs that can accommodate individuals with disabilities is very limited</p>	<p>Thanks to a grant from the "Culture and Inclusion" program of the Ministry of Culture and Communications, develop and implement the "Incursions" project, which aims to offer groups of students with disabilities from two schools in the area (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 employed by an organization specializing in universal accessibility.</p> <p>Culture and Leisure</p>	<p>Program offerings Reports</p>	<p>2022</p>	<p>100% complete</p>
<p>Customer Service and Staff Awareness: the Registry and services available to vulnerable individuals are not well known</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>2022</p>	<p>100% complete</p>
<p>Customer Service: offering inclusive programs that have a positive impact on the mental health of the population</p>	<p>Writing a grant application for the Ministry of Culture and Communications' Call for Projects in Culture for the Mental Health of Youth Aged 12 to 18</p> <p>Culture and Leisure</p>	<p>Production of various deliverables (grant application, project sheet, etc.)</p>	<p>2022</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 and Municipal Patrol</p>	<p>Production of a report with recommendations and timelines</p>	<p>2022</p>	<p>Deferred to 2024 (shift in priorities)</p>
<p>Accessibility of public places: the library and Centennial Hall are not wheelchair accessible</p>	<p>Reimagining SPACE project: Taking into account the principles of universal accessibility in the identification of needs for the development of the future multifunctional cultural centre and the purchase of mobile goods</p> <p>Sustainable Development Culture and Leisure</p>	<p>Grant application</p>	<p>2022</p>	<p>100% complete</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
Communications: 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) Registry and Public Affairs	Production of various deliverables (links on the website, publications on social networks to promote the section, etc.)	2022	100% complete
Communications: facilitate remote access for those who have difficulty traveling	Using the bciti platform: Implementation of an electronic citizen card Registry and Public Affairs	Production of various deliverables (map available in the platform)	2022	Deferred to 2023 (Delays with the vendor)
Communications: there is little information on the web page about accessible services and programs	In collaboration with the communications department, develop a pictogram to be added for all activities offering universal access Culture and Leisure Registry and Public Affairs	Production of a pictogram	2022	Deferred to 2024 (shift in priorities)
Communications: there is little information on the web page about accessible services and programs available in the City	Create and distribute a video clip presenting game modules that offer universal accessibility Registry and Public Affairs	Production of various deliverables (survey in the application, survey results)	2022	Deferred to 2024 (shift in priorities)
Communications: 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. Registry and Public Affairs	Production of various deliverables (logo/pictogram, website, newsletter, etc.)	2022	Deferred to 2024 (shift in priorities)
Communications: 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 Registry and Public Affairs	Production of a plan for a new tree structure	2022	Deferred to 2023 (changes within the project's team)

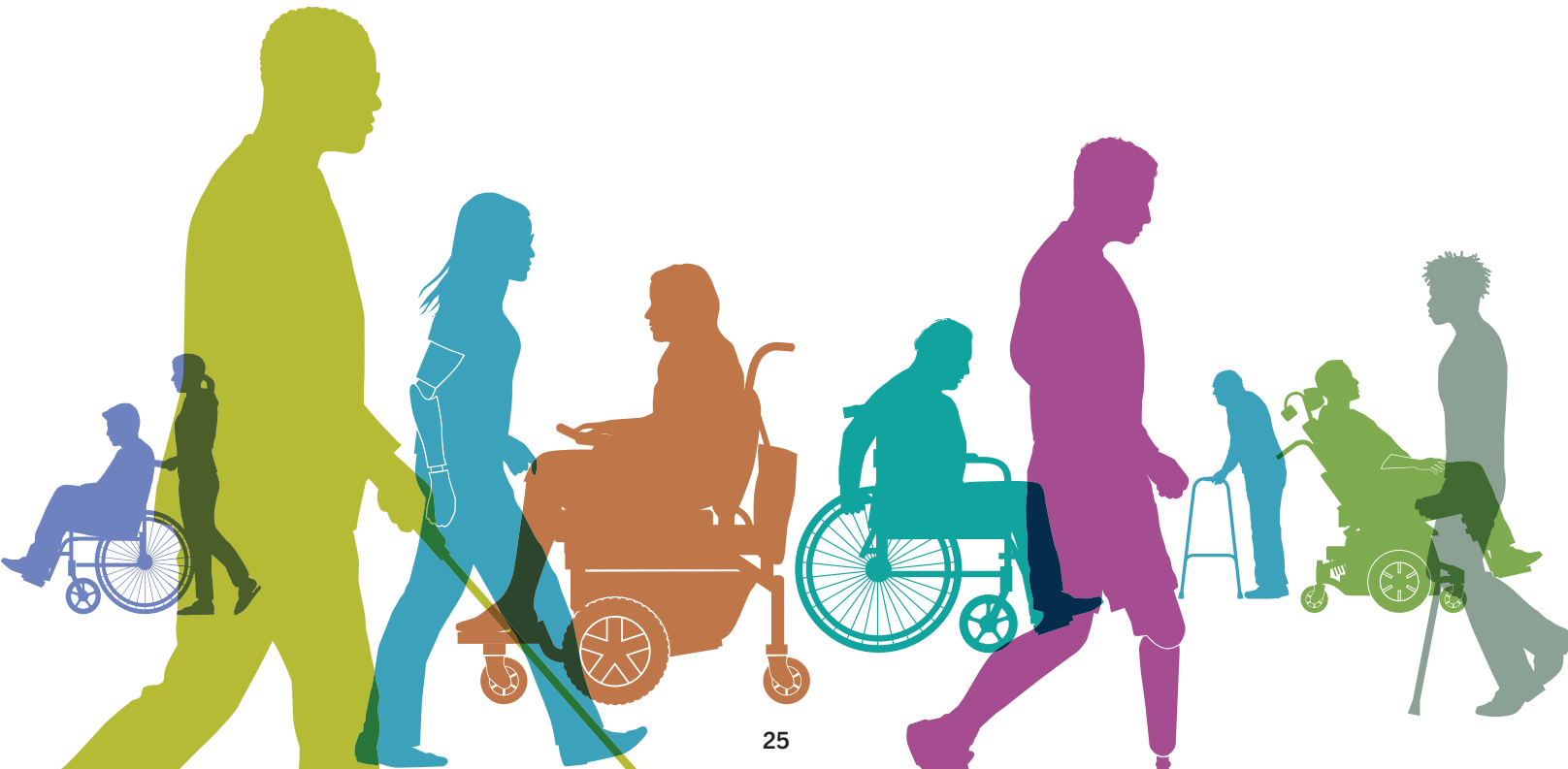
BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
Customer service: the current availability of programs and services for individuals with disabilities is very limited	Host groups of students with special needs on a regular basis for visits to the library. These groups come mainly from Place Cartier and John F. Kennedy schools Culture and Leisure	Various communications (emails and calls with teachers)	2022	100% complete
Public awareness: in general, the public is still unaware of the needs of persons with disabilities and individuals in vulnerable situations	Receipt of a grant from the MAMH for the Connecting Beaconsfield project, which aims to increase the climate resilience of the entire community, but more particularly of citizens in vulnerable situations (disability, mobility problems, etc.. This project will run until 2025, including planning, implementation and evaluation Sustainable Development	Receiving funding Analyses and reports	2022	100% complete
Customer service: the current offer of programs and services for people with disabilities is limited	Addition of the BibliOdyssey database to the library's online catalogue, offering books in FROG format, designed for children's reading accessibility Culture and Leisure	Addition to the library's digital catalogue Publicity of the service (articles in the Contact, etc.)	2022	100% complete
Accessibility of public buildings: Cultural facilities present significant accessibility issues and barriers	Obtain a diagnosis of the accessibility of cultural facilities through an exploratory walk, organized in collaboration with the organization AlterGo, with participants with various limitations Culture and Leisure	Production of analyses and a report with recommendations and remarks	2022	100% complete
Parks, playgrounds and recreational equipment: many playgrounds remain inaccessible to people with disabilities	Redevelopment of Briarwood Park to include the addition of a fully accessible water pad, play modules designed to accommodate children in wheelchairs, and wood chip cladding. Culture and Leisure Public Works	Renovation and upgrade of the space	2022	100% complete Inauguration in summer 2022

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
<p>Customer service: the availability of inclusive programs and services for individuals with disabilities is very limited</p>	<p>Addition, enhancement and ongoing updating of a collection for children with special needs, in two areas:</p> <ul style="list-style-type: none"> • Books explaining certain limitations or featuring characters with disabilities • Books adapted for people with a dys disorder (dyslexia, dysprasia, etc.) <p>This collection is located in the children's section of the library and is specially identified</p> <p>Culture and Leisure</p>	<p>Production of various deliverables (identification sticker, posters for promotion, article in Contact magazine, etc.)</p>	<p>2022</p>	<p>Deferred Shift in priorities Date to be determined</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer service: the availability of inclusive programs is limited and not well known</p>	<p>Work more with local disability organizations to develop programs and services at the library</p> <p>Culture and Leisure</p>	<p>Frequent communication, meetings Production of analyses and recommendations</p>	<p>2022</p>	<p>100% complete</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer service : current availability of inclusive programming is limited</p>	<p>Explore the possibility of implementing specialized and inclusive programming at the Recreation Centre</p> <p>Culture and Leisure</p>	<p>Production of analyses and recommendations</p>	<p>2022</p>	<p>Deferred to 2024 (changes within the team)</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
<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>	<p>Deferred to 2024 (shift in priorities)</p>
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>Offer a performance/conference at the library with artists with disabilities (deafness) Culture and Leisure</p>	<p>In-person event Advertising to promote the event</p>	<p>2022</p>	<p>100% complete</p>
<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>100% complete</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>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 Sending periodic reminders to teams (by email or in person)</p>	<p>2022</p>	<p>100% complete</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 Culture and Leisure</p>	<p>Offer of a training</p>	<p>2022</p>	<p>Deferred to 2024 (changes within the team)</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
Inclusion: fostering inclusion in the workplace by welcoming, accepting and celebrating difference	Promote the policy for employees returning to work following a leave of absence Human Resources	Meetings with the teams or managers concerned	2022	100% complete (Transformed into a recurring action)
Staff awareness: lack of awareness by staff of the special needs of individuals with disabilities	Offer a training on accompanying youth with functional limitations in recreation activities to front-line employees and managers of the Culture and Leisure Department Human Resources Culture and Leisure	Training Notes	2022	Deferred to 2023 (shift in priorities)
Inclusion: fostering inclusion in the workplace by welcoming, accepting and celebrating difference	Write and share a guide on cognitive biases and intercultural communication Human Resources	Production of various deliverables (guide, etc.)	2022	100% complete
Staff awareness: lack of awareness by staff of the special needs of individuals with disabilities	Offer a training on accompanying youth with functional limitations in recreation activities to front-line employees and managers of the Culture and Leisure Department as well as some of cultural associations Human Resources Culture and Leisure	Training Notes	2022	100% complete
Inclusion: fostering inclusion in the workplace by welcoming, accepting and celebrating difference	Draft and disseminate a diversity and inclusion policy. Human Resources	Production of various deliverables (policy, directive, etc.)	2022	100% complete

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 31, 2022)
Parking lots and accessibility: no direct paved access from the Recreation Centre's reserved parking spaces to the ramp	Redesign the Recreation Centre's parking lot to make it more accessible and eliminate the current barrier Public Works	Repaving the Recreation Centre's parking lot. Identification of adapted parking spaces.	2022	100% complete
Access to public buildings : the library is not wheelchair accessible	Update the library's bathrooms (changing the doors) Public Works	Installation of automatic doors	2022	Deferred More complex than anticipated Date to be determined



Action Plan 2023

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Public awareness: the public is generally unaware of the needs and contributions of people with disabilities</p>	<p>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 Council and Administration</p>	<p>Number of posts on social media (minimum 1)</p>	<p>2023</p>
<p>Communications: facilitate remote access for those who have difficulty getting around</p>	<p>Through the bciti platform: implement an electronic citizen card to allow citizens to register remotely (library for pilot phase) Registry and Public Affairs</p>	<p>Production of various deliverables (card available in the platform)</p>	<p>2023</p>
<p>Communications: the webpage contains little information about accessible services and programs available in the City</p>	<p>Re-evaluate the website's tree structure, particularly with regard to the location of information related to the Universal Accessibility Action Plan Registry and Public Affairs</p>	<p>Production of a plan for a new tree structure</p>	<p>2023</p>
<p>Customer service: the availability of inclusive programs and services for individuals with disabilities, including hearing disabilities, is very limited</p>	<p>Closed captioning of Council meetings, in English and French, for live and recorded listening Council and Administration Registry and Public Affairs</p>	<p>Implementation of the service Promotion of the service through various channels (newsletter, social media, Contact, etc.)</p>	<p>2023</p>
<p>Park chalets: most chalets do not have adapted bathrooms and some ramps need to be brought up to code</p>	<p>Improve universal accessibility through the following projects:</p> <ul style="list-style-type: none"> • Construction of a brand new, fully accessible cottage at Beacon Hill Park <p>Public Works Culture and Leisure</p>	<p>Production of plans, renovation and upgrading of the space</p>	<p>2023</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Accessibility of public buildings: the recreation centre presents major obstacles to access to the building and the various facilities (swimming pool, locker rooms, bathrooms, basement, etc.), particularly for individuals who use wheelchairs</p>	<p>Recreation Centre Renovation Project: Begin planning for the renovation of the reception desk and public areas at the recreation centre with a focus on universal accessibility (lockers, washrooms, etc.) Culture and Leisure</p>	<p>Hiring an external consultant to help define needs Development of plans and lists of needs (functional and technical program, blockages, etc.)</p>	<p>2023</p>
<p>Customer service: provide inclusive programs that have a positive impact on the mental health of the population, including targeting populations that are more at risk and/or marginalized</p>	<p>Write a grant application for the Ministry of Culture and Communications' Call for Projects in Culture for the Mental Health of Youth Aged 12 to 18 Culture and Leisure</p>	<p>Production of various deliverables (links on the website, publications on social networks to promote the section, etc.)</p>	<p>2023</p>
<p>Access to employment: Individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience</p>	<p>Host two one-day interns, with a functional limitation, as part of the DuoEmploi program Human resources Culture and Leisure</p>	<p>Publication of internship offer Internship reports Promotion on the LinkedIn platform</p>	<p>2023</p>
<p>Staff awareness: lack of awareness by staff of the specific needs of individuals with disabilities, the reality and challenges that people with invisible disabilities may face, and methods and approaches to better support them</p>	<p>Offer EDI (Equity, Diversity and Inclusion) awareness workshops as well as microaggressions workshops, including issues related to visible and invisible disabilities with white-collar managers and employees Human resources</p>	<p>Training Notes</p>	<p>2023</p>
<p>Access to employment: Individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience</p>	<p>Add job postings on numerous recruitment sites to maximize views by as many people as possible, as well as on various social media platforms Human resources</p>	<p>Posting on websites and social media</p>	<p>2023</p>

OBSTACLE	MESURE	INDICATEURS DE RÉSULTATS	ÉCHÉANCIER
<p>Access to employment: Individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience. It can also be difficult to get the required help and tools</p>	<p>Inclusion of an equal access form in all job postings. Verification of the need for accommodation in all recruitment processes Human resources</p>	<p>Adding the form to the recruitment platform</p>	<p>2023</p>
<p>Inclusion: fostering inclusion in the workplace by welcoming, accepting and celebrating difference</p>	<p>Obtained the Concilivi seal, to promote a balance between the personal and professional lives of the City's employees Human resources</p>	<p>Obtaining the Seal Development of a Charter</p>	<p>2023</p>
<p>Inclusion: fostering inclusion in the workplace by welcoming, accepting and celebrating difference</p>	<p>Using Officevibe: bi-weekly surveys to measure engagement, including monthly diversity and inclusion survey. The use of this survey allows for continuous evaluation, to check that people feel included and respected, and allows employees to leave comments if they feel the need (anonymous) Human resources</p>	<p>Implementation of the system Employee training Promotion to increase use</p>	<p>2023</p>
<p>Staff awareness: lack of knowledge by staff of the specific needs of individuals with disabilities and the methods and approaches to better support them</p>	<p>Offering Universal Accessibility of Events training, by Altergo and Kéroul, to managers and front-line employees from various departments Human resources Culture and Leisure</p>	<p>Training Notes</p>	<p>2023</p>
<p>Access to employment: Individuals with functional limitations may face some difficulties in obtaining employment and gaining work experience</p>	<p>Renewal of for the cleaning of municipal buildings with the NPO Placement Potentiel, employing individuals with functional limitations Human resources Culture and Leisure</p>	<p>Contract for 2023</p>	<p>2023</p>
<p>Public awareness: In general, the public is unaware of the needs and contributions from Persons with disabilities</p>	<p>Promote the Accessible Trick-or-treating campaign, in municipal buildings and promotional channels Culture and Leisure Registry and Public Affairs</p>	<p>Production of a poster Promotion in various channels (newsletters, networks, etc.)</p>	<p>2023</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Public awareness: In general, the public is unaware of the needs of persons with disabilities and individuals in vulnerable situations, and there is a lack of awareness of the services available</p>	<p>Revision of the promotional strategy of the Vulnerable Persons Registry and addition of new criteria, to address a greater number of functional limitations Culture and Leisure Registry and Public Affairs</p>	<p>Revision of promotional material Dissemination of the new campaign on the platforms</p>	<p>2023</p>
<p>Customer service: The current availability of programs and services for individuals with disabilities and vulnerable persons is very limited and not well known in the community</p>	<p>Participation of municipal employees in a door-to-door tour of the SPVM to promote and register citizens on the register of vulnerable persons Culture and Leisure</p>	<p>New names added to the registry</p>	<p>2023</p>
<p>Customer service and staff awareness: The needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Validation of the action plan for persons with disabilities with organizations working with individuals with disabilities as well as citizens and parents of children with functional limitations Culture and Leisure</p>	<p>Meeting notes Improvements made to the plan</p>	<p>2023</p>
<p>Staff awareness: Lack of awareness by staff of the action plan and measures in place as well as the specific needs of individuals with functional limitations as well as the methods and approaches to better support them</p>	<p>Addition of a section dedicated to sharing best practices related to universal accessibility on the intranet for municipal employees Culture and Leisure IT</p>	<p>Creation of the tool Promotion among the municipal team</p>	<p>2023</p>
<p>Public awareness: In general, the public is unaware of the needs of persons with disabilities and individuals in vulnerable situations, and there is a lack of awareness of the services available</p>	<p>Hosting an exhibition of works created as part of the Rendez-vous Arts program (West Island Civic Advocacy organization), by individuals with disabilities Culture and Leisure</p>	<p>In-person event Advertising to promote the event</p>	<p>2023</p>

BARRIER	ACTION	PERFORMANCE INDICATORS	TIMELINE
<p>Public awareness: In general, the public is unaware of the needs of persons with disabilities and individuals in vulnerable situations</p> <p>Customer service and staff awareness: the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Connecting Beaconsfield project:</p> <ul style="list-style-type: none"> • Working group meetings to define what vulnerability represents in Beaconsfield • Launch of a web page • Dissemination of a survey to evaluate social cohesion and the level of mutual aid in the territory • Development of tools (e.g. map identifying areas with a high concentration of vulnerable individuals) to guide the actions of the pilot project <p>Sustainable development</p>	<p>Meeting notes Survey Tools</p>	<p>2023</p>
<p>Customer service and staff awareness: the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Involve citizens with disabilities in discussion groups and committees related to municipal projects (e.g., cultural and leisure needs study)</p> <p>Sustainable development</p>	<p>Meeting notes and reports</p>	<p>2023</p>
<p>Customer service and staff awareness: the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Review of the client approach, including on-site and remote services, in order to welcome citizens according to an inclusive and accessible approach at the urban planning counter, with the help of an external firm adopting a design thinking approach</p> <p>Urban Planning and Municipal Patrol</p>	<p>Plans Procedures</p>	<p>2023</p>
<p>Customer service and staff awareness: the needs of vulnerable people have not been comprehensively analyzed in the territory to date, which means that the current offer does not meet the needs in an optimal way</p>	<p>Support for citizens in vulnerable situations during the extended outage of April 2023 (regular calls, in-person visits, opening of an emergency shelter at the recreation centre, etc.)</p> <p>Culture and Leisure Urban Planning and Municipal Patrol</p>	<p>Reports Interventions</p>	<p>2023</p>
<p>Public awareness: in general, the public is unaware of the needs and contributions of persons with disabilities</p>	<p>Organize a conference at the library presenting an individual with a disability (autism)</p> <p>Culture and Leisure</p>	<p>In-person event Advertising to promote the event</p>	<p>2023</p>

Resources for Persons with Disabilities – Beaconsfield

City of Beaconsfield

List of people in vulnerable situations

Sign up for our list to receive one courtesy call per season with relevant information and to receive a call in the event of emergency situations, such as prolonged power outages or extreme heat waves.

[Form](#)

Information: lpv-vpl@beaconsfield.ca or 514-428-4400, ext. 4470

Code Red

Sign up to receive emergency alerts by phone. [Form](#)

Bciti+

Download the bciti+ application, citizen portal, to access the City's various services, news and resources.

Library

Citizens can access the collection of e-books, audiobooks, and large print. The catalogue can be consulted [online](#) or contact the library at 514-428-4400 ext. 4470 or at bibliotheque@beaconsfield.ca.

The library also offers special collections: the **collection for children with special needs** and **books for children with dyslexia**.

Several databases are also available, offering several digital contents: **hoopla for books, movies and music**, medici.tv for **jazz and classical music**, Flipster for **magazines**, BibliOdyssey for **books in FROG format, specially adapted for children with dyslexia, and more**.

Home delivery of books

By registering, it is possible to benefit from home delivery of books. The documents are chosen according to your preferences and are delivered by a volunteer.

For more information on this service, call 514-428-4460, write an email to bibliotheque@beaconsfield.ca or fill out the [online membership form](#).

Leisure

Leisure Companion Card (CAL)

This card offers free admission to the companion of a disabled person at partner leisure, cultural and tourist organizations. It replaces the VATL (tourist and leisure companion sticker).

Parc Heights (229 Evergreen Dr., Beaconsfield, QC H9W 2A9)

An inclusive park with accessible and adapted play areas for children of all skill levels to play together. Trekfit training area also available.

Parc Briarwood (50 Av. Willowbrook, Beaconsfield, QC H9W 3P6)

An inclusive design that facilitates access for people of all ages and abilities so that they can have an experience that meets their needs and aspirations. Bonus: accessible water games!

Resources for People with Disabilities – West Island of Montreal

Travel

To make it easier for people with disabilities to get around, here is a list of paratransit services.

- [Paratransit](#) – STM (To book a trip, visit [this page](#).)
- [Taxi West Island](#) (Coop de l'Ouest)
- [Para-adapted taxi](#) (to be seen)
- [TéoTaxi](#) (private)
- [Taxi Diamond](#)

The [CLSC du Lac-St-Louis](#) offers mobility and autonomy services (wheelchair rental, walker/walker, interpreter, etc.)

- T : 514 697-4110

Housing

The [Société d'habitation du Québec](#) offers the Home Adaptation Program, "financial assistance for the execution of work to adapt the homes of people with disabilities."

- T : 1 800 463-4315

Employability

Action main-d'œuvre - West Island point of service

- Individual support for finding and maintaining suitable employment.
- T : 514 721-4941

Placement Potentiel

- Placement service for people living with mild disabilities.
- T : 514 694-0315

Overview of Community Organizations

Self-help association for people with visual loss

- Monthly support group for people living with vision loss and their loved ones
- T: 514 694-2965

West Island Association for the Intellectually Handicapped

- An organization that helps people with autism or developmental disabilities and provides family and community support

West Island Citizen Advocacy

- Provides support to people living with disabilities through sponsorship.
- T : 514 694-5850

À cœur ouvert

- Help centre that offers a summer day camp, respite and recreation camp for young people with disabilities
- T : 514 626-8150

Front-line listening services

Referral services that can guide citizens to the appropriate resources. Carrefour familial Cloverdale
Multi-Ressources – T: 514-684-8228





BEACONSFIELD