



BEACONSFIELD

UNIVERSAL ACCESSIBILITY
An Action Plan for Persons with Disabilities
2025



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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.

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, 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, behavioural, 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, behaviours, 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 2024 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	DISABILITY RATE	CITIZENS WITH DISABILITIES(ESTIMATED)
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 year +	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. The plan is developed in collaboration with all City departments.





Focus groups with residents who have a disability took place in October 2024 and a survey on universal accessibility was also shared.

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	Dany Iannantuoni	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 Beaurepaire	✓	✓	✓		✓
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	✓	✓	✓	✓	✓
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 Beaurepaire					✓
Shannon Chalet	2017	340 Preston	✓		✓		✓
Windermere Chalet	1970	303 Sherbrooke					✓
Beaurepaire Pool	1963	545 Beaurepaire	✓				
Heights Pool	1963	275 Allancroft	✓		✓		✓
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 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 and Centennial Hall

- Aisles in the Library are too narrow for wheelchairs
- Washrooms are not accessible
- Through an assessment done by Kéroul, experts in universal accessibility, the two buildings are now officially considered as not accessible

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 webpage 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
- 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 2024 have been paired with a barrier from this list to facilitate tracking of actions



Achievements

Spotlight on some of the achievements of 2024

Parks and Green Spaces Master Plan Update

In 2024, the City updated the Parks and Green Spaces Master Plan, incorporating universal accessibility principles. This strategic review included an assessment of the accessibility of existing facilities and the planning of new infrastructure that meets accessibility standards. Public consultations were held to gather feedback from citizens, including those of individuals with disabilities.



Implementation of Wordly in the Library

To promote linguistic inclusion and access to information, the Beaconsfield Library integrated Wordly in 2024. This platform allows simultaneous translation and transcription of events and conferences in French and English, including options for the hearing impaired. With this innovation, the library is strengthening its role as an inclusive cultural hub.

Actions phares Key actions



Ajout de Wordly, à la bibliothèque (automne 2024)

- Sous-titrage et traduction en direct
 - Traduction audio disponible
- Français et anglais
- Accès à l'aide d'un appareil mobile (prêt sur place)
 - Pas d'appli à télécharger
- Utilisation pour les conférences à la bibliothèque

Imagine Centennial Project

The architectural competition launched in 2024 for the multifunctional cultural centre project placed universal accessibility at the heart of its priorities. An expert from Société Logique, a member of the technical committee, participated in the process by making recommendations, producing guidelines for the finalists and analyzing the four proposed concepts in depth. This expertise made it possible to select a winning project incorporating high standards of accessibility, including a belvedere located on the roof of the building, accessible to people in wheelchairs.

Actions phares Key actions



Projet Imagine Centennial

- Collaboration avec Société Logique à diverses phases:
 - membre comité technique
 - concept préliminaire
 - création plans et devis
- Approche du design universel: offrir des environnements, produits et services utilisables **par tous**, nécessitant le moins possible d'adaptation ou de conception particulière

Connecting Beaconsfield Project

The Connecting Beaconsfield project aims to strengthen the community's resilience to the impacts of climate change, with a particular focus on potentially more vulnerable populations, such as seniors and people with disabilities.

In 2024, several achievements have been made:

Implementation of a pilot project: events were organized in collaboration with local partners (e.g., MLUWC, BAA) in several local parks to raise awareness among residents and promote social connections.

Launch of the Neighbour Connectors initiative: a new network of committed citizens has been set up to stimulate mutual aid and solidarity within neighbourhoods. This initiative will continue and expand in 2025.



Connectons Beaconsfield (projet pilot : été 2024)

- Renforcer la résilience de notre communauté face aux effets du changement climatique grâce aux liens sociaux
- Événements organisés dans toute la ville pour atteindre les résidents qui ne peuvent pas se rendre au pôle municipal.
- Voisins connecteurs (en cours de développement) : contribuent à briser l'isolement, stimulent la vie de quartier et offrent un soutien aux résidents les plus vulnérables.



Achievements

2024 Assessment

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2024)
Transport and mobility: having a certain autonomy to get around and be an integral part of the community is a fundamental right	Installation of first accessible crosswalk, with audible signal (visually impaired), at corner of boul. St-Charles/boul. Beaconsfield Public Works	Installation of a sound device at a pedestrian crossing	Fall 2024	100% Completed
Accessibility of public buildings: cultural infrastructures are not accessible to many users, especially those with mobility issues	Evaluation of the accessibility of the library and Centennial building by Kéroul Culture and Leisure Sustainable development	Assessment Report Certification	Winter 2024	100% Completed
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	Organization of focus groups to gather impressions and comments from users with disability(ies) or who have a dependent with disability(ies) Culture and Leisure	Open call to participants on municipal channels Promotion to organizations working with people with disabilities Report	Fall 2024	100% completed In September and October 2025
Accessibility of public buildings: cultural infrastructures are not accessible to many users, especially those with mobility issues	Imagine Centennial project: • Architectural competition - member of the technical committee specializing in universal accessibility (SociSummer Logique) Sustainable development Culture and Leisure	Contract awarded to external consultant Accessibility evaluation reports for finalist projects	Summer 2024	100% Completed

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2024)
Accessibility of public buildings: most chalets do not have adapted washrooms, and some ramps need to be brought up to standard. Several areas in parks and green spaces remain inaccessible to people with functional limitations	Improvement of the universal accessibility for the following projects <ul style="list-style-type: none"> • Construction of a brand-new, fully accessible chalet at Beacon Hill Park • Development of James Armstrong Park for accessible gatherings (PRIMADA grant) Public Works Culture and Leisure	Plan production, renovation and space upgrading	Summer 2024	100% completed Areas open to the public
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals Customer service and staff awareness: to date, the needs of vulnerable people have not been exhaustively analyzed on the territory, which means that the current offer does not optimally meet these needs. Furthermore, not everyone is aware of the resources available on the territory	Connectons project: <ul style="list-style-type: none"> • Development and distribution of a brochure featuring community resources for people living in isolation and/or vulnerable situations. • Organization of events throughout the territory to reach citizens unable to travel to the municipal hub • Implementation of the Neighbours Connectors program, mobilizing citizens in all six districts to help break isolation and support citizens in vulnerable situations Sustainable Development Culture and Leisure	Meeting notes Tools Event organization Promotion	Summer 2024	100% Completed
Accessibility of public buildings: cultural infrastructures are not accessible to many users, especially those with mobility issues	Imagine Centennial project: <ul style="list-style-type: none"> • Request for a grant from the Accessibility Fund, medium-sized projects, to improve the accessibility of the future multifunctional cultural centre Sustainable Development Culture and Leisure	Production of various deliverables (grant application, project sheet, etc.)	Winter 2024	100% completed Awaiting a decision for funding

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2024)
Communications: access to services for people with disabilities, particularly hearing impairments, can sometimes be difficult	Implementation of Wordly, for library conferences (French and English), offering subtitling and simultaneous translation Culture and Leisure	Development of user procedures Promoting the resource	Fall 2024	Réalisé à 100%
Accessibility of public buildings: several of Beaconsfield's parks and outdoor spaces need rejuvenation to adapt to modern realities and serve a wider range of users	Redevelopment of the Annexe Herb Linder outdoor terrace to make it fully accessible Public Works Culture and Leisure	Plan production, renovation and space upgrading	Fall 2024	Ongoing Inauguration planned for spring/summer 2025
Accessibility of public buildings: several of Beaconsfield's parks and outdoor spaces need rejuvenation to adapt to modern realities and serve a wider range of users	Parks and green spaces master plan update, including universal accessibility component Culture and Leisure	Developing and distributing a plan	Fall 2024	100% completed
Accessibility of public buildings: cultural infrastructures are not accessible to many users, especially those with mobility issues	Universal accessibility improvements as part of Devon Park redevelopment (asphalt pathway) Public Works Culture and Leisure	Plan production, renovation and space upgrading	Fall 2024	Postponed to 2025 À vérifier: Mélanie
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	Conference with Nav-Care of Theresa- Dellar palliative care residence, highlighting available services Culture and Leisure	In-person event Advertising to promote the event	January 2024	100% completed

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2024)
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Friends for Mental Health booth at planned summer concerts in Centennial Park Culture and Leisure	Booth at events	Summer 2024	100% completed
Customer service: provide inclusive programs that have a positive impact on the health of the population, including targeting populations that are more at risk and/or marginalized	In collaboration with CIUSSS, offer of the STAND-UP program designed to improve balance in people aged 65 and over who are afraid of falling or have fallen in the past year Culture and Leisure	In-person event Advertising to promote the event	2024	100% Completed
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, offer the conference Des vacances accessibles au Québec et ailleurs dans le monde (Kérout) Culture and Leisure	In-person event Advertising to promote the event	June 2024	100% Completed
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	As part of Autism Month, offer an inclusive activity in partnership with the West Island Association for the Intellectually Handicapped (WIAIH), open to all Culture and Leisure	In-person event Advertising to promote the event	April 2024	100% Completed
Customer service: provide inclusive programs that have a positive impact on the health of the population, including targeting populations that are more at risk and/or marginalized	Return of the Techno Squad on Wheels Culture and Leisure	In-person event Advertising to promote the event	Ongoing	100% Completed

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE	STATUS (AS OF DECEMBER 2024)
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Reduced mobility zone during the OSM concert Culture and Leisure	In-person event Advertising to promote the event	July 2024	100% Completed
Staff awareness: lack of knowledge among staff of the special needs of people with disabilities	Training on inclusive activities and programs (with Kéroul) Culture and Leisure	Training Notes	Fall 2024	100% completed Culture and Leisure staff training in November 2024
Public awareness: the public is generally unaware of the needs and contributions of people with disabilities	Accessible Halloween campaign • promoting Halloween to local organizations and associations recognized by the City Culture and Leisure	Production of a poster Promotion through various channels (newsletter, social networks, etc.)	Fall 2024	100% Completed
Staff awareness: lack of knowledge among staff of the action plan and measures in place, as well as of the specific needs of individuals with functional limitations and the methods and approaches to better support them	Addition of a section dedicated to sharing best practices related to universal accessibility on the intranet for municipal employees Culture and Leisure IT	Creation of the tool Promotion to the municipal team	Fall 2024	Postponed to 2025 À vérifier/discuter: Amine



2025 Action Plan

Permanent measures

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
BY-LAWS, RESOLUTIONS AND POLICIES			
Communications: Access to services for individuals with disabilities, particularly in terms of hearing, can sometimes be difficult	Organizing public consultations on Cocoriko Communications Council and Administration	Report on the consultations Call to all on various media channels Promotion to organizations working with people with disabilities	Ongoing
Customer service and staff awareness: to date, the needs of vulnerable people have not been exhaustively analyzed on the territory, which means that the current offer does not optimally meet these needs.	Appointment of a member for the Culture and Recreation Committee with personal or professional experience in universal accessibility Communications Council and Administration	Appointment of a member Accessibility plan enhancements	Ongoing
Public awareness: in general, the public is unaware of the needs and contributions of people with disabilities	Renewal and implementation of the actions of the Age-Friendly Municipality (AFM) Action Plan, every 4 years Culture and Leisure	Production and dissemination of the action plan Implementation and monitoring of actions	Ongoing
Client service: The current availability of inclusive programs and services is very limited and is not well known in the community	Action plans: integrate and implement actions that promote universal accessibility and the inclusion of all citizens Culture and Leisure Sustainable Development Registry and Public Affairs	Addition of accessibility measures to action plans	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
FISCAL RESPONSIBILITY			
Staff awareness: Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them	Allocation of a subsidy, according to the budget and available resources, to local organizations serving people with disabilities and vulnerable clientele Council and Administration Finance	Resolution adopted by the Council Amount paid to the selected organizations	Ongoing
Accessibility of buildings and public spaces: municipal infrastructures are not accessible to many users, especially those with mobility-related issues	Adoption of the capital program for projects that improve infrastructure accessibility (every 3 years) Council and Administration Finance	Adoption of the program	Ongoing
ACCESSIBLE PROCUREMENT (GOODS AND SERVICES)			
Staff awareness: Lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them	Integration, to the extent possible, of accessibility criteria and options when acquiring or leasing goods, services or new facilities (e.g., accessible park furniture) Finance	Training of staff involved Development and dissemination of a procedure	Ongoing
Staff awareness: Lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them	Raise awareness among managers and employees of compliance with the laws and rules of practice for the procurement of goods and services accessible to persons with disabilities. Finance	Training of staff involved Development and dissemination of a procedure	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
URBAN PLANNING AND ACCESSIBILITY			
Accessibility of buildings and public spaces: it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Update of the urban plan and zoning by-law taking into account the specific needs of people with disabilities Urban Planning and Municipal Patrol	Addition of accessibility measures	Ongoing
Accessibility of buildings and public spaces: cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	Promote an approach to the design, renovation and construction of multi-family housing among builders and contractors that promotes adaptability to changing lifestyles and the needs of an aging population Urban Planning and Municipal Patrol	Drafting of accessible construction or redevelopment project plans	Ongoing
Accessibility of buildings and public spaces: it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Support for the Société d'habitation du Québec's Home Adaptation Program by providing a portion of the financial contribution for the management of the programs by the City Urban Planning and Municipal Patrol	Allocation of an amount and payment of the amount	Ongoing
Accessibility of buildings and public spaces: it is not easy, and sometimes very costly, to adapt an existing building to make it accessible	Development and implementation of 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	Development of the Regulations Production of plans in accordance with the Regulations	Ongoing
Accessibility of buildings and public spaces: cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	Develop a plan for a neighbourhood park following an inclusive and universally accessible approach. Ensure that a proportion of play modules are adapted to various types of disabilities Culture and Leisure	Production of plans, renovation and upgrade of the space	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
URBAN PLANNING AND ACCESSIBILITY			
Transport and mobility: having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Prioritization of snow removal at intersections, bus stops and reserved parking spaces in public facilities Public Works	Addition to priority tasks	Ongoing
Accessibility of buildings and public spaces: municipal infrastructures are not accessible to many users, especially those with mobility-related issues	Ongoing improvement of the level of accessibility of public buildings with utilitarian equipment and signage Public Works Registry and Public Affairs	Accessibility assessment Production of various deliverables Creation of a plan that complies with accessibility recommendations	Ongoing
Transport and mobility: having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Annual refresh of municipal parking lot markings (every 2 years) Public Works	Addition of an annual measure	Ongoing
Transport and mobility: having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Snow removal of bike paths in winter (between January 1 and March 1) Public Works	Addition to seasonal tasks	Ongoing
RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS			
Accessibility of buildings and public spaces: cultural infrastructures are not accessible to many users, especially those with mobility-related issues	Promote optimal accessibility to events by integrating the following measures: <ul style="list-style-type: none"> • Installation of adapted toilets • Increase in the number of reserved parking spaces (persons with disabilities and people with reduced mobility) • Offer of a shuttle service Culture and leisure Public Works	Addition of accessibility measures	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS			
Client service: Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Offer hybrid programming that promotes a participation method adapted to the abilities of each individual (on-site, remote (direct/deferred), take-home kit, etc.) Culture and leisure	Diversification of cultural programming	Ongoing
Client service: Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Acquisition of library materials in a variety of accessible formats, including large print, physical and digital audiobooks Culture and leisure	Development of an accessible collection	Ongoing
Client service: Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited	Continuation of the integration service for day camp activities for children with disabilities. Application for an annual subsidy via the Programme d'accompagnement en loisir de l'Île de Montréal Culture and leisure	Production of various deliverables (grant application, project sheet, etc.) Promotion and offer of service	Ongoing
Accessibility of buildings and public spaces: cultural infrastructures are not accessible to many users, especially those with mobility-related issues	Home delivery of documents to the most vulnerable citizens Culture and leisure	Implementation of a home delivery service	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS			
<p>Accessibility of buildings and public spaces: cultural infrastructure is not accessible to many users, especially those with mobility-related issues</p> <p>Customer service: the offer of inclusive programs, particularly by targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Offer a variety of ways to register for programs and activities (online, by phone, on-site)</p> <p>Culture and Leisure</p>	<p>Diversification of registration options</p>	<p>Ongoing</p>
<p>Accessibility of buildings and public spaces: cultural infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Membership in the TLCS (Tourism and Leisure Companion Sticker) Program</p> <p>Culture and Leisure</p>	<p>Membership and promotion of the program</p>	<p>Ongoing</p>
<p>Public awareness: In general, the public is unaware of the needs and contributions of people with disabilities</p>	<p>Organization of public awareness-raising activities as part of Quebec Week of Persons with Disabilities (June) and International Day of Persons with Disabilities (December)</p> <p>Culture and Leisure</p>	<p>Organization and promotion of awareness-raising activities</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
RECREATION, SPORTS, TOURISM, CULTURE AND DAY CAMPS			
<p>Public awareness: The public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer service: Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Reception of the Special Olympics of Quebec, Vaudreuil-Soulanges section, for aquatic training, on a weekly basis Culture and Leisure</p>	<p>Courses for people with disabilities</p>	<p>Ongoing</p>
<p>Public awareness: The public is generally unaware of the needs and contributions of people with disabilities</p> <p>Customer service: Inclusive programming, including targeting more at-risk and/or marginalized populations, is non-existent or limited</p>	<p>Collaboration with external partners to enable the provision of recreational classes for people with disabilities (e.g., Bluefins and Lakeshore soccer) Culture and Leisure</p>	<p>Courses for people with disabilities</p>	<p>Ongoing</p>
TRAINING AND AWARENESS			
<p>Staff awareness: Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them</p>	<p>Specialized Training for Day Camp Counsellors Culture and Leisure</p>	<p>Training of relevant employees Development and dissemination of a procedure</p>	<p>Ongoing</p>

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
TRAINING AND AWARENESS			
Staff awareness: Lack of awareness by staff of the specific needs of individuals with disabilities, the realities and challenges faced by people with invisible disabilities, and methods and approaches to better support them	Altergo grant for the hiring of an accompanying person for a child with a disability for day camps Culture and Leisure	Hiring of an accompanying person	Ongoing
COMMUNICATIONS			
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Webcast of Council meetings Registry and Public Affairs	Broadcasting of the sessions	Ongoing
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Allow questions to be taken by email prior to Council meetings Registry and Public Affairs	Compilation of questions	Ongoing
Public awareness: In general, the services offered to vulnerable people and people with disabilities are not well known	Publication, dissemination and promotion of action plans identifying measures targeting seniors, persons with disabilities and vulnerable populations Communications	Production and dissemination of the action plan Implementation and monitoring of actions	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
COMMUNICATIONS			
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Development of short video clips, containing little text and presenting the information to be communicated in a pictorial way (e.g., regulations, activities, etc.) Communications	Development of video clips	Ongoing
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Offer the “voice-to-text” option for people with hearing impairments when sending a CodeRED message Communications	Implementation and promotion of the service	Ongoing
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Recording and broadcasting of activities, events and conferences on the municipality’s YouTube channel, for live and/or delayed listening Communications Culture and Leisure	Broadcast on the YouTube channel	Ongoing
Public awareness: In general, the public is unaware of the needs and contributions of people with disabilities	Promote the City’s Vulnerable Persons Registry to those most at risk Registry and Public Affairs	Promotion of the Registry	Ongoing
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Promotion of the 2-1-1 community resource service and resources available from local agencies Registry and Public Affairs	Promotion of the service	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
COMMUNICATIONS			
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Make communications accessible, emphasizing the adaptation of general services offered to citizens and paying attention to the colours and fonts used (visual contrast and size) Registry and Public Affairs	Creation of an accessible communication guide Execution of the measures of the guide in all City communications	Ongoing
Communications: Access to services for individuals with disabilities can sometimes be difficult. The implementation of services available remotely is complex	Use of the bciti+ platform offering several remote services, including: <ul style="list-style-type: none"> • The creation of queries • The distribution of calendars (collection, etc.) • Permit requests • Library membership Registry and Public Affairs	Creation of the services Procedure Creation Promotion of the services	Ongoing
Public awareness: In general, the public is unaware of the needs and contributions of people with disabilities	Highlight the achievements of people with disabilities by providing them with increased visibility using our various tools and platforms Registry and Public Affairs	Call to all on the City's various media channels Recruitment from organizations working with people with disabilities Promotion of the achievements	Ongoing
EMERGENCY MEASURES PLAN			
Public awareness and customer service: In general, the services offered to vulnerable people and people with disabilities are not well known	Ensure the management and updating of the Vulnerable Persons Registry and make Ongoing improvements Culture and Leisure Urban planning and municipal patrol	Registry Update	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
EMERGENCY MEASURES PLAN			
Accessibility of buildings and public spaces: municipal infrastructures are not accessible to many users, especially those with mobility-related issues	Plan for the use of accessible accommodations and service centres for people with disabilities (accessibility improvements) Culture and Leisure Public Works	Plan development	Ongoing
Public awareness and customer service: In general, the services offered by vulnerable people and people with disabilities are not well known	Maintain an inventory of residences for seniors or individuals living with disabilities Culture and Leisure	Inventory Update	Ongoing
Public awareness: the public is generally unaware of the needs of people with disabilities and individuals in vulnerable situations, and the provision of services is not well known	Designate an employee responsible for services to persons with disabilities requiring accommodation, transportation or other services Culture and Leisure	Selection of designated employee	Ongoing
Public awareness: the public is generally unaware of the needs of people with disabilities and individuals in vulnerable situations, and the provision of services is not well known	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	Addition of measures	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
BUILDINGS AND PUBLIC PLACES			
Accessibility of buildings and public spaces: cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	When developing parks, assess the accessibility of street furniture and prioritize replacement needs (e.g., accessible picnic tables) Culture and Leisure Public Works	Evaluation Report	Ongoing
Accessibility of buildings and public spaces: cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	Purchase of accessible furniture for various sectors (parks, public buildings, etc.) Finance	Accessible furniture installation	Ongoing
Accessibility of buildings and public spaces: cultural and leisure infrastructures are not accessible to many users, especially those with mobility-related issues	Implementation and monitoring of the parks and green spaces master plan, more particularly the Universal Access and Inclusive Design section Culture and Leisure Public Works	Implementation of the plan	Ongoing
Accessibility of buildings and public spaces: municipal infrastructures are not accessible to many users, especially those with mobility-related issues	When renovating or constructing new public buildings, ensure that they meet the barrier-free design standards of the Quebec Construction Code Public Works	Conformity verification of new constructions	Ongoing

TARGET AXIS(S) AND OBSTACLE	MEASUREMENT AND SERVICE(S) INVOLVED	PERFORMANCE INDICATORS	SCHEDULE
BUILDINGS AND PUBLIC PLACES			
Transport and mobility: having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Softening of paved access ramp (transitions over 3 metres instead of 1.5 metres) Public Works	Project Assignment Project Completion	Ongoing
EMPLOYMENT			
Communications: Access to services for individuals with disabilities can sometimes be difficult	Take the necessary steps to obtain a subsidy for the hiring of a student escort in day camps Human Resources Culture and Leisure	Production of various deliverables (grant application, project sheet, etc.)	Ongoing
Inclusion: For many individuals with disabilities, it can sometimes be more difficult to find a workplace that promotes inclusion while welcoming, accepting and celebrating difference	Maintaining a fair and equitable workplace by ensuring that job postings are open to all qualified individuals, without discrimination Human Resources	Employee training Development and dissemination of a related procedure	Ongoing
Access to employment: Individuals with disabilities may face challenges in obtaining employment and gaining work experience	Systematically ask candidates in all hiring processes if accommodations are required Human Resources	Revision of the accessibility component of the hiring process	Ongoing
Access to employment: Individuals with disabilities may face challenges in obtaining employment and gaining work experience	Availability for internships for students with special needs Human Resources Culture and Leisure	Internship Promotion Hiring a Student	Ongoing

2025 Action plan

Specific measures for 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Contract management policy: the municipality's purchasing policy does not take into account accessible procurement for persons with disabilities under section 61.3 of the Act.	Study the possibility of creating and implementing an administrative procedure that includes the principles of universal accessibility aimed at bringing calls for tenders up to standard Finance	Assessment report with recommendations	Fall 2025
Contract management policy: the municipality's purchasing policy does not take into account accessible procurement for persons with disabilities under section 61.3 of the Act.	Continue research for the preparation of a procurement guide for the purchase or rental of any municipal equipment that meets universal accessibility standards Finance	Assessment report with recommendations	Fall 2025
Transport and mobility: having a certain autonomy to be able to move around and be an integral part of the community is a fundamental right	Study of the possibility of installing rumble strips to facilitate accessibility for visually impaired or blind people Urban Planning and Municipal Patrol	Assessment report with recommendations and timeline	Fall 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Communications: the webpage contains little information about accessible services and programs available in the City	In collaboration with the communications department, develop a pictogram to be added to all accessible activities Culture and Leisure Registry and Public Affairs	Pictogram creation	Summer 2025
Communications: the webpage contains little information about accessible services and programs available in the City	Create and share a video clip presenting play modules that offer universal accessibility Registry and Public Affairs	Development and dissemination of the video clip	Fall 2025
Communications: the webpage contains little information about accessible services and programs #available in the City	Include a specific logo in municipal publications and on the City's website identifying accessible facilities – pictogram for accessible play modules, picnic tables, room rentals, etc. Registry and Public Affairs	Production of various deliverables (logo/ pictogram, website, newsletter, etc.)	Summer 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
<p>Accessibility of buildings and public spaces: infrastructures are not accessible to many users, especially those with mobility-related issues</p> <p>Staff awareness: Lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them</p>	<p>Training of all election staff to promote adequate reception of individuals with disabilities and their companions. All polling stations, both at advance polls and on polling day, are accessible with staff to assist in areas where there is no automatic door.</p> <p>Registry and Public Affairs</p>	<p>Staff training Promotion among residents</p>	<p>Fall 2025</p>
<p>Accessibility of buildings and public spaces: infrastructures are not accessible to many users, especially those with mobility-related issues</p>	<p>Recreation Centre Renovation/Expansion Project:</p> <ul style="list-style-type: none"> • Production of plans and specifications: adoption of a universal design approach by rethinking the spaces, for access to the building and the sports facilities. Addition of a family/gender-neutral locker room to enhance the comfort level of visitors <p>Culture and Leisure Public Works</p>	<p>Production of plans and lists of needs Consultation with users and experts in universal accessibility</p>	<p>2025</p>
<p>Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals</p> <p>Customer Service : the availability of inclusive programs and services for individuals with disabilities, including hearing disabilities, is very limited</p>	<p>Explore the possibility of implementing specialized and inclusive programming at the Recreation Centre</p> <p>Culture and Leisure</p>	<p>Assessment report with recommendations</p>	<p>Summer 2025</p>

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Staff awareness: lack of awareness by staff of the special needs of individuals with disabilities and the methods and approaches to better support them	Recreation Centre staff training on proper evacuation methods. This training will include the evacuation of people with disabilities. Culture and Leisure	Training offered	Summer 2025
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals Customer service and staff awareness: to date, the needs of vulnerable people have not been exhaustively analyzed on the territory, which means that the current offer does not optimally meet these needs. Furthermore, not everyone is aware of the resources available on the territory	Connecting project: <ul style="list-style-type: none"> • Implementation of the Neighbours Connectors program, mobilizing citizens in all six districts to help break isolation and support citizens in vulnerable situations • Implementation of Partage Club, an application allowing the loan of objects between neighbours and requests for services, a unique feature in Beaconsfield Sustainable Development Culture and Leisure	Meeting notes Tools Event organization Promotion	2025
Accessibility of buildings and public spaces: infrastructures are not accessible to many users, especially those with mobility-related issues	Imagine Centennial project: <ul style="list-style-type: none"> • Production of plans and specifications - consultation in universal accessibility with Société Logique for the production of plans Sustainable Development Culture and Leisure	Plan production Meeting notes	2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	Hosting an event to raise awareness about the impacts of climate change and how to prepare for it--tips, tricks, presentations and resources also available remotely Urban Planning and Municipal Patrol Sustainable Development Public Works	Event promotion Flyer production and resources Hosting guest speakers Dissemination of related materials online	Spring 2025
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	Beaconsfield Community Housing Forum, with the Table de quartier du sud-ouest de l'Île, and bringing together local and resident partners Urban Planning and Municipal Patrol	Assessment report with recommendations	Summer 2025
Public awareness: there may be an intersection between the needs expressed by persons with disabilities and the senior population Customer service and staff awareness: Municipal action plans are not necessarily known to staff.	Update of the Age-Friendly Municipality Action Plan - we would like to see a link with the Action Plan for Persons with Disabilities as well as other municipal plans (e.g., urban planning, climate) Culture and Leisure	Collaborate with those responsible for other plans Addition of related measures	Summer 2025
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	A resolution approved by the Council that also takes into account the needs of citizens with disabilities for emergency measures plans Council and Administration	Resolution document	Winter 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Accessibility of public buildings: it can be more difficult for people with disabilities to access public spaces and buildings during storms, bad weather, etc.	Review the Public Works snow plan in order to prioritize snow removal in key areas (e.g., accessible traffic lights) Public Works	Revised Action Plan	Summer 2025
Communications: access to services for individuals with disabilities, particularly in terms of hearing, can sometimes be difficult	Added Restroom Location/Availability to the GoHere (Crohn's Disease) App - Recreation Centre, Library and Park Chalets Communications Culture and Leisure	Promotion of the addition Inform staff	Spring 2025
Accessibility of public buildings: several of Beaconsfield's parks and outdoor spaces need rejuvenation to adapt to modern realities and serve a wider range of users	Improving universal accessibility through the following projects: <ul style="list-style-type: none"> • Redevelopment of Devon Park and addition of new play modules, accessible trails • Development of the terrace of the Herb Linder Annex by making it accessible to residents with disabilities (access, terrace level, furniture, etc.) Public Works Culture and Leisure	Production of plans, renovation and upgrading of the space	Spring-Summer 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Staff awareness: lack of knowledge among staff of the action plan and measures in place, as well as of the specific needs of individuals with functional limitations and the methods and approaches to better support them	Celebrating Mental Health Week with daily news releases, such as knowledge quizzes and a conference on mental load, including tools to help staff better manage their mental load, manage stress and have a work-life balance. Human Resources	Mental load conference evaluation survey	May 2025
Staff awareness: lack of knowledge among staff of the action plan and measures in place, as well as of the specific needs of individuals with functional limitations and the methods and approaches to better support them	Revision of the Concilivi charter and publication. The Concilivi Seal helps us structure and evolve our practices to foster a humane, flexible and respectful work environment. Its renewal reflects our ongoing commitment to the well-being of our staff, in a culture of fairness, respect and listening. It also strengthens our position as a mobilizing employer, capable of adapting to changing needs while ensuring quality service to our citizens. Human Resources	Dissemination of the charter	April 2025
Inclusion : for many individuals with disabilities, it can sometimes be more difficult to find a workplace that promotes inclusion while welcoming, accepting and celebrating difference	EAP: The City offers an assistance program for employees, staff and members to provide quick and easy access to psychological support. Human Resources	EAP utilization rate	2025 (ongoing)

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Prevention and support : employees are not necessarily familiar with the best practices and posture to adopt for ergonomic work	Ergonomic visits: ergonomic rounds are planned for 2025 to ensure that employees work ergonomically, with the right tools, with the aim of preventing musculoskeletal disorders. Human Resources	Completed tours and recommendation reports	Repeat if needed
Staff awareness: lack of knowledge among staff of the action plan and measures in place, as well as of the specific needs of individuals with functional limitations and the methods and approaches to better support them	Minutes SST: a monthly press release will be sent out to prevent various risks present in the workplace, both physical and psychosocial. Human Resources	Dissemination of minutes on the Intranet	December 2025
Customer service: the availability of inclusive programs is very limited	Quebec Disability Week (June 1 to 7): Promote our accessible collections (BibliOdyssée, special collections, etc.) Culture and Leisure Communications	Promotional activities for the collections	June 2025

TARGETED AREA AND BARRIER	ACTION AND SECTOR(S) IN CHARGE	PERFORMANCE INDICATORS	TIMELINE
Customer service: the availability of inclusive programs is very limited	Explore ways to make our public activities and events more accessible Culture and Leisure	Creation of a short guide of best practices (document for internal use)	Fall 2025
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	As part of the Quebec Week of Persons with Disabilities, offer a youth workshop with the Quebec Association for Children with Hearing Problems (AQEPA) Culture and Leisure	In-person event Advertising to promote the event	June 2025
Public awareness: the public is generally unaware of the needs of people with disabilities and vulnerable individuals	As part of Autism Awareness Month, offer the online conference Testimony of an Autistic Woman with Lucila Guerrero, which presents her background, her involvement in research and a discussion on autism according to the neurodiversity paradigm. Culture and Leisure	Online event Advertising to promote the event	April 2025

Resources for Persons with Disabilities – Beaconsfield

City of Beaconsfield

Registry of people in vulnerable situations

Sign up to our registry 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 citizen portal app, bciti+, 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 you can 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 various digital content: **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 partnering leisure, cultural and tourist organizations. It replaces the VATL (tourist and leisure companion sticker).

Heights Park (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.

Briarwood Park (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 splash pad!

Resources for Persons 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](#).)
- [Coop Taxi de l'Ouest](#) (also offers errands service, additional cost)
- [Para-adapted taxi](#) (to see)
- [TéoTaxi](#) (private)
- [Taxi Diamond](#)

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

Low Vision Self-Help Association

- 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