



2017 action plan for individuals with disabilities and 2016 summary of activities

Submitted to the *Office des personnes handicapées du Québec* - February 2017



A word from the Mayor

Municipalities play a key role in ensuring the quality of life of their residents. As a local government, it is our responsibility to take into consideration the needs of all of our residents, including those with disabilities.

Since 2007, the Town of Saint-Lazare has been issuing a yearly action plan for individuals with disabilities, aimed at implementing concrete measures to help reduce barriers to their social participation—an undertaking required by virtue of [Article 61.1 of An Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration](#). This year, since the Town did not officially file its plan with the *Office*, the 2017 Action Plan retroactively includes actions completed in 2016 as well as those planned for 2017.

In 2016, the municipal team worked not only on actions included as part of the 2015 action plan, but also on actions included as part of the **2016–2018 three-year action plan of the Municipal Family Policy (PFM) and the Senior-Friendly Municipality Approach (MADA) adopted on April 5, 2016**. During the development of the 2014–2016 PFM/MADA, the Town took into consideration the requests made by individuals with disabilities and those representing these individuals gathered through public consultations and surveys.

The Municipal Council and I are aware of the challenges that come with ensuring individuals with disabilities have access to all aspects of municipal life, and we are steadfastly committed to meeting our objectives and set deadlines. In 2016, numerous actions were carried out in the areas of “Transportation, Public Safety and Mobility” as well as “Recreation, Community Life, Healthy Lifestyle and Accessibility,” while taking the needs of those with disabilities into consideration. We are extremely proud of our accomplishments in this regard. Individuals with disabilities are an integral part of all the decisions we make, whether these concern updating or building new public infrastructures, purchasing equipment and accessories or providing services.

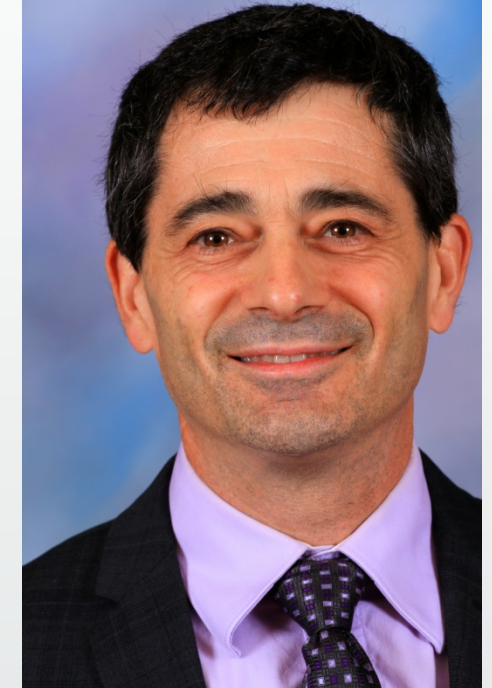
In 2017, the Council wishes to focus on removing barriers related to recreational infrastructures, activities and events, and on promoting accessible services. Promoting accessible sites was not possible over the course of the last

few years since several municipal buildings were in the process of being reconstructed or renovated. Further changes are still required in upcoming years in order to make certain buildings accessible—I am thinking specifically of the facilities of the Parc nature les Forestiers-de-Saint-Lazare. In 2017, the Council intends to concentrate on making municipal employees and businesses more aware of the everyday realities of individuals with disabilities. In doing so, they are hopeful that they will take the latter’s needs into consideration when making decisions, and recognize accessibility as part of their standards.

Our employees will have the opportunity to move into a new Town Hall this coming spring. Thanks to these new facilities, we will now be able to offer those with disabilities surroundings that make the possibility of pursuing a career with the Town of Saint-Lazare more appealing.

Starting in 2018, we plan to make additional modifications to existing municipal buildings and to adjust communication tools in order to ensure that information is easily accessible to all.

The Town of Saint-Lazare is proud of its reputation as a green town, recognized for its rural charm and concern for preserving the environment. However, it is also a town concerned with providing an exceptional quality of life that enables residents to reach their full potential and play a key role in the community.



A handwritten signature in black ink, which appears to read "Robert Grimaudo".

Robert Grimaudo
Mayor of the Town of Saint-Lazare

Overview of the organization

Located in the Montérégie area, 23 km from the Ontario border, the Town of Saint-Lazare, which spreads over 67.58 km², is bordered by the municipalities of Vaudreuil-Dorion, Les Cèdres, Saint-Clet, Sainte-Marthe and Hudson. The Town boasts a privileged location in proximity to a highway intersection providing access to highway 20, 30 and 40.

The population of Saint-Lazare (2017) is approximately 19,913, making it the 2nd largest in the district of Soulanges, after Vaudreuil-Dorion. The population is 50% francophone, 45% anglophone and 5% allophone. Close to 70% of its inhabitants consider themselves bilingual according to data provided by Statistics Canada (2011). Young people alone make up 32% of the population.

According to STATCAN (2006), 1,700 people in Saint-Lazare live with some form of disability. The largest proportion of these individuals belongs to the 25 to 44 age group (625), followed by the 45 to 64 age group (490). It is therefore essential to develop strategies to help ensure these individuals can actively and fully participate in the community.

The municipal team is composed of 149 employees, including 81 permanent employees and 68 seasonal or part-time employees (including firefighters and supervisory personnel). The Town also hires 60 or so students to work at its summer camp.

Age group	Male	Female	Total
0 to 4 years	10	5	15
5 to 14 years	75	40	115
15 to 24 years	50	45	95
25 to 44 years	300	325	625
45 to 64 years	255	235	490
65 to 74 years	95	85	180
75 years and older	85	95	180
TOTAL	870	830	1700

Individuals living with some form of disability (STATCAN 2006)



An Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration

Every local municipality with 15,000 inhabitants or more is subject to the Act.

Who is considered a person living with a disability?

- “A person with a deficiency causing a significant and persistent disability, who is liable to encounter barriers in performing everyday activities. ”
- This definition applies to any individual, male or female, who is living with a disability. This includes children, adults or seniors.
- The disability itself can be a motor, intellectual, speech or language, visual or auditory disability or can be related to any other of the senses. It can concern organic functions or even be related to an autism spectrum disorder or a serious mental illness. Note that this definition allows for the inclusion of those with significant episodic or cyclical disabilities.



What is a barrier?

- A barrier is anything that prevents a person with a disability from fully participating in any aspect of society as a result of his or her disability. This includes physical or architectural barriers, information or communication barriers, attitudinal barriers, technological barriers, policies or practices. Those with disabilities or limitations are faced with barriers practically everywhere they go: at home, at work, at school, in parks, in public facilities, in the street, at the movies, in stores, in restaurants, etc. This definition applies to any individual, male or female, who is living with a disability. This includes children, adults or seniors.
- The disability itself can be a motor, intellectual, speech or language, visual or auditory disability or can be related to any other of the senses. It can concern organic functions or even be related to an autism spectrum disorder or a serious mental illness. Note that this definition allows for the inclusion of those with significant episodic or cyclical disabilities.

Accessibility to municipal buildings - existing and new

Building	Barrier	Actions completed in 2016	Planned for 2017
Municipal workshops	Accessibility to parking lot	▪ Paved parking lot ▪ Curb ramps ▪ Reserved parking spaces	
Library and community centre	Accessibility to building and certain furnishings	▪ Water fountain replaced ▪ Wheelchairs (1 for children and 1 for adults) purchased and available on site for use by members of the community	Request and obtain analysis of modifications to exterior entrance doors (double doors), doorsteps, the addition of automatic door opening devices, the exterior book drop and exterior mailbox from an architect and the <i>Centre Montérégien en Réadaptation</i> and request quotes for carrying out these changes in 2018. Implement all possible corrective measures in 2017. Establish a procedure for borrowing the wheelchairs purchased in 2016.
Fire station	Plans and specifications for new construction restricted to building code	▪ Paved parking lot ▪ Curb ramps ▪ Reserved parking spaces ▪ Accessible bathrooms ▪ Main entrance on the ground floor ▪ Outdoor speaker for assistance	



Accessibility to municipal buildings – existing and new

Building	Barrier	Actions completed in 2016	Planned for 2017
Chalet Bédard <i>Municipal park</i>	Accessibility to exterior and interior bathrooms Accessibility to the <i>Maison des jeunes</i>		Request and obtain an analysis of accessibility to bathrooms, the direction of the door openings, doorsteps, the water fountain and access to the <i>Maison des jeunes</i> from the outside from an architect and the <i>Centre Montérégien en Réadaptation</i> and request quotes for carrying out these changes in 2018. Implement all possible corrective measures in 2017.
Chalet Westwood <i>Municipal park</i>	Accessibility to exterior and interior bathrooms		Request and obtain an analysis of accessibility to bathrooms, the direction of door openings, doorsteps, water fountains and access to the building from the outside from an architect and the <i>Centre Montérégien en Réadaptation</i> and request quotes for carrying out these changes in 2018. Implement all possible corrective measures in 2017.
Town Hall	Plans and specifications for new construction restricted to the building code		Evaluation of the plans and specifications by <i>the Centre Montérégien de Réadaptation</i> to ensure accessibility.
Reception building <i>Parc nature les Forestiers-de Saint-Lazare</i>	Ease of movement on site	Wheelchairs (1 for children and 1 for adults) purchased and available on site for use by members of the community	Install winter carpets that are secured in order to avoid falls (using adhesive tape, rubberized edges or anchors).
Pool <i>Parc nature les Forestiers-de Saint-Lazare</i>	Plans and specifications for upgrades to the building restricted to building code	- Automatic door-opening device installed at the main entrance door - Accessible bathrooms (full reconstruction)	Request and obtain an analysis of the main building entrance, modification of the rear access door to the pool and doorsteps from an architect and the <i>Centre Montérégien en Réadaptation</i> and request quotes for carrying out these changes in 2018. Implement all possible corrective measures in 2017.

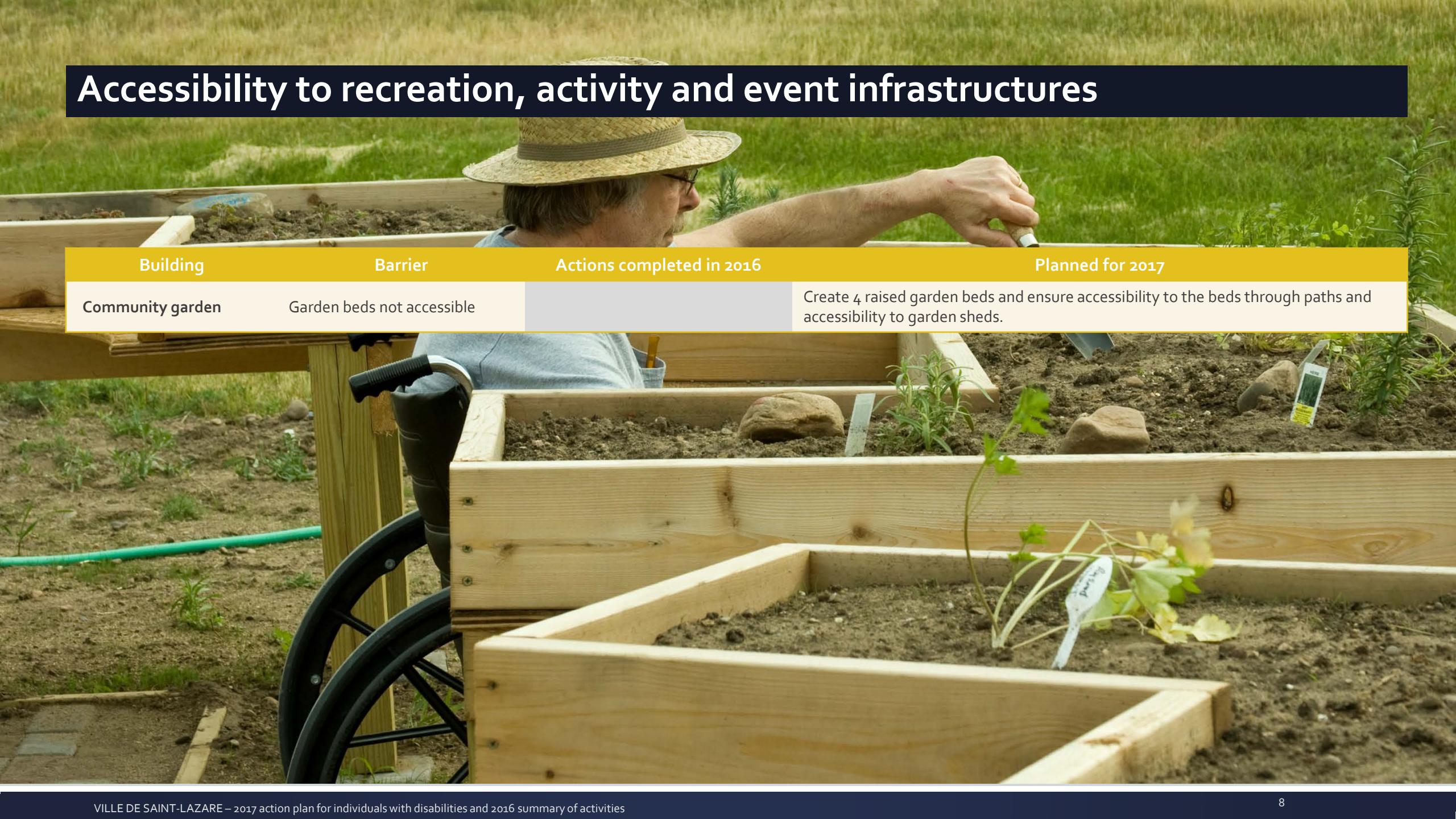


Accessibility to recreation, activity and event infrastructures

Building	Barrier	Actions completed in 2016	Planned for 2017
Activities and festivals	Free admission for those accompanying individuals with a disability Nearby seating and parking Access to adapted chemical toilets and sinks during all events	- Free admission for those accompanying disabled individuals during activities organized by the Town taking place at Parc nature or the sports complex - Reserved seats in the stands, near entrances and emergency exits - Reserved parking spots near event sites - Rental of golf karts for transporting individuals to and between sites - Rental of Transbus adapted buses	Request an evaluation of the festival by the <i>Centre Montérégie en Réadaptation</i> (CMR) to prepare for an update in 2018. Establish a procedure for borrowing the wheelchairs purchased in 2016. Request quotes for the cost of renting adapted toilets for all of our events: Cyclo-Tour, Au Galop Festival, soap box races, Saint-LazARTS in the park, <i>Fête Nationale</i> – parade, Canada Day, Walk with My Doc, etc.
Art and culture	Non-accessible Internet stations at the library Recreation services and novelties relatively unknown	- E-books purchased: 153 in English and 123 in French - Promoted adapted book collections using the Town's communication tools	Request an evaluation of changes to be made to current Internet stations, request quotes and implement all possible corrective measures in 2017.
Day camp	Delivery of care to young beneficiaries of the companion program	Downtime local to rest and relax	Rental of a person lift for the summer season in order to facilitate the provision of personal hygiene care for children who wear diapers.



Accessibility to recreation, activity and event infrastructures



Building	Barrier	Actions completed in 2016	Planned for 2017
Community garden	Garden beds not accessible		Create 4 raised garden beds and ensure accessibility to the beds through paths and accessibility to garden sheds.

Accessibility to recreation, activity and event infrastructures



Building	Barrier	Actions completed in 2016	Planned for 2017
Parks, sports fields and street furniture	Accessibility to sites and fields		St-Robert and Westwood parks Pave the parking lot. Provide reserved parking spots. Provide a path to the fields.
	Accessibility to adapted recreational equipment in residential sectors		Play structures and other park structures : Map out the location of residences of those with disabilities and make note of the needs of these individuals in order to ensure optimal replacement of recreation equipment and other structures for adapted structures in locations of priority within the territory.
	Non-adapted play structures		
	Accessibility to bathrooms in both summer and winter		Accessibility to chemical toilets during the winter: evaluate the possibility of installing adapted toilets next to skating rinks during the winter season (Parc Vallée-Chaline, Parc Frontenac, Parc Grand-Pré, Parc Brazeau, Parc Bédard, Parc Cedarbrook, Parc Westwood 1 and 2 , Parc Saddlebrook, Parc St-Robert Park and Parc nature).

Accessibility to recreation, activity and event infrastructures

Building	Barrier	Actions completed in 2016	Planned for 2017
Pool <i>Parc nature les Forestiers-de Saint-Lazare</i>	Accessibility to the pool	Purchase of adapted floatation vests for varied weights to allow users to keep their heads above water (18-30 lbs; 30-40 lbs; 40-90 lbs; 90-190 lbs)	Purchase of a person lift to allow individuals with disabilities or reduced mobility to access the pool
	Adapted accessories and structures	Purchase of an adapted picnic table	Purchase of parent-child accessories for the pool
	Water temperature	Purchase of an access ramp to allow for gradual entry into the pool	Addition of parent-child swim times with warmer water



Accessibility to recreation infrastructures, activities and events

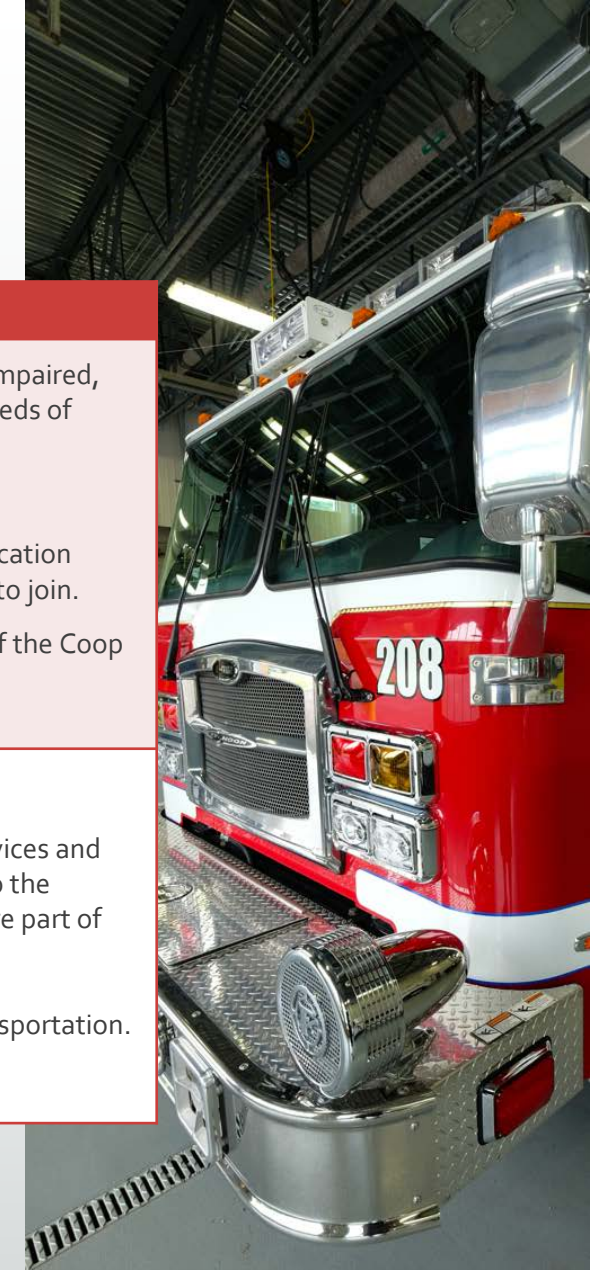


Building	Barrier	Actions completed in 2016	Planned for 2017
Recreational trails <i>Parc nature les Forestiers-de Saint-Lazare</i>	Ease of movement on site	Purchase of all-terrain wheelchairs. Purchase of ski-Vels (wheelchair skis trekking in the snow). Snow removal on recreational trails (20 km): for active and wheeled mobility.	Establish a procedure for equipment rental.



Accessibility to transportation, public safety and mobility

Area	Barrier	Actions completed in 2016	Planned for 2017
Security of individuals in residential areas	Adaptation of emergency measures	Personalized visits of 1064 homes by the fire department. Twenty-two (22) additional people were added to the registry for a total of 58.	Installation of pictograms (hearing-impaired, visually-impaired, other) based on needs of clientele identified using the registry. Continue the home visit program.
	Updates to the registry of persons requiring special consideration	Emergency response plan adapted based on information contained in the registry – ongoing	Promote the registry using communication tools in an effort to get more people to join.
	Registry relatively unknown	Purchased two (2) defibrillators for the <i>Coopérative d'habitation les Retraités de Saint-Lazare</i>	Provide first-aid training to tenants of the Coop as well as training on how to use the defibrillators.
Adapted transportation and other	Transportation of vulnerable individuals in emergency situations	Transportation of home-bound individuals to the municipal shelter in case of emergency or in dangerous situations (extreme cold, extreme heat, power failures, etc.)	Promote adapted transportation services and emergency transportation services to the community, specifically those who are part of the registry.
	Regular transportation	Adapted transportation: membership renewal	Renew membership for adapted transportation.
	Adapted transportation service relatively unknown	Promotion of information on adapted transportation	



Communication, information and awareness



Area	Barrier	Actions completed in 2016	Planned for 2017
Accessible services	Outdated buildings Buildings under construction Non-accessible tools and events		Promote accessible services and equipment in recently constructed or renovated different municipal buildings using the Town's communication tools, pictograms displayed on the buildings and the distribution of promotional pens during events
Consulting clientele		Creation of permanent follow-up committee for the Municipal Family Policy and the Senior-Friendly Municipality Approach in an effort to ensure a follow-up on the action plan – including the portion pertaining to individuals with a disability	Ongoing follow-up committee
Awareness	Lack of awareness and understanding of accessibility	Promote Quebec's Disability Awareness Week and International Day of Disabled Persons using the Town's communication tools	Present the OPHQ to the Council and management Awareness campaign among municipal employees (visit of different sites using a wheelchair) Creation of awareness committee among local businesses Creation of an awareness guide for businesses

Human Resources



Area	Barrier	Actions completed in 2016	Planned for 2017
Jobs	Accessibility to employment		Promote job offers to disabled persons as soon as the new Town Hall opens.

Staff responsible for the implementation of the action plan

Members responsible for implementing the action plan:

- Serge Tremblay, Director General
- Brigitte Asselin, Municipal Councillor and member of the PFM/MADA follow-up committee
- Lise Jolicoeur, Municipal Councillor and member of the PFM/MADA follow-up committee
- Daniel Boyer, Director of the Fire and Public Safety Department
- Patrick Descheneaux, Director of Technical Services and Public Works
- Jean Lacroix, Director of the Urban Planning and Environment Department
- Chantal Latreille, Assistant Director of the Recreation and Community Life Department
- Danielle Tremblay, Director of Human Resources
- Geneviève Hamel, Director of the Communications Department

Person named to oversee the action plan:

Geneviève Hamel

Director of the Communications Department

1960 Chemin Sainte-Angélique

Saint-Lazare (Québec) J7T 3A3

450-424-8000, extension 246

ghamel@ville.saint-lazare.qc.ca

