

2021 Action plan for persons with disabilities



Vaudreuil-Dorion

A WORD FROM THE MAYOR

For several years, the City of Vaudreuil-Dorion has adopted an action plan for people with disabilities. Revised annually, this tool aims to ensure that the municipal administration puts all measures into place to make everyday life easier for persons with disabilities. The administration also provides a detailed account of the actions it has carried out and those it must prioritize in the coming year, in keeping with organizational and financial constraints.

Although this yearly exercise is required as part of the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*, the municipal administration nonetheless sees it as a responsibility stemming from its concern with ensuring the integration of each and every one of its citizens. As such, the City is committed to staying informed of any element that might be perceived as an obstacle in the lives of its citizens, in every area of life.

In doing so, our objective remains the same: provide citizens of all generations with a variety of quality services and a living environment that is focused on the people that are part of it.



Context

LEGAL OBLIGATION

- Section 61.1 of the **Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration**¹ stipulates that government departments, the vast majority of public organizations and municipalities with populations of at least 15,000 inhabitants must produce, adopt and make public an action plan for persons with disabilities.
- In order to reduce the barriers to integration faced by persons with disabilities in the municipality's various sectors of activity, this action plan must describe all of the measures taken over the past year and identify those to be taken in the coming year. The plan also includes any other element specified by the government upon the Ministère's recommendation.

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., Article 61.1

Working committee

The action plan is a work tool for implementing universal accessibility within the territory of Vaudreuil-Dorion. This year, the departments most actively involved on the field were integrated into the working committee, which is mandated with developing the different projects that are part of the annual action plan, evaluating said projects and ensuring they are effectively carried out. The role of this municipal committee is to support the coordinator in all stages of the action plan and make the integration of persons with disabilities an organizational concern. In order to meet the integration needs of persons with disabilities, this committee is also mandated with validating both the statements made within the action plan and the action plan overall with the entire municipal organization.

The municipal representatives of the action plan committee are:

- **Ms. Caroline Houle**, Assistant to the Executive Director and the Mayor's Office, Coordinator of the Action Plan and of Services to Persons with Disabilities
- **Ms. Céline Chartier**, City Councillor
- **Ms. Jasmine Sharma**, City Councillor
- **Ms. Christine Ouimet**, Director of the Environment and Engineering Department
- **Ms. France Lavoie**, Director of the Communications Department
- **Ms. Marie Claude Gauthier**, Director of the Land Use Department
- **Ms. Pascale Lauzon**, Coordinator – Socio-community development, Recreation and Culture Department
- **Mr. Tommy Thibault**, Director of the Public Works Department

The Action Plan Advisory Committee, for its part, is composed of nine members representing the public and associations working with persons with disabilities.

PORTRAIT OF VAUDREUIL-DORION AND THE MUNICIPAL ORGANIZATION

A result of the merger between Vaudreuil and Dorion in 1994, the City of Vaudreuil-Dorion has experienced significant population growth over the last few years. The City now has 42,053 citizens—double the number it had 15 years ago. Vaudreuil-Dorion is also considered the 30th largest city in Quebec in terms of population. This rapid growth has created some interesting challenges for the City when it comes to providing services to its citizens.

In order to meet the needs of its growing population, the City was forced to accelerate infrastructure planning—namely, road network improvements, upgrading of the water filtration and treatment plants, the expansion of the municipal arena and the construction of a largescale sports centre. Several major projects are currently underway including the construction of a municipal hub in the De la Gare sector, which will eventually include City Hall, the Library, a public square and the future pool complex. Vaudreuil-Soulanges Hospital, long awaited by local citizens, will be built nearby, between 2022 and 2026. The implementation of these important infrastructures will create a lot of movement in the sector and is sure to attract many new residents.

An ambitious urban revitalization process is also underway in the Harwood – De Lotbinière sector—the Harwood Special Development Program (programme particulier d’urbanisme – PPU). This program is focused on property-related investments that prioritize people by developing an innovative, healthy, eco-responsible and vibrant living environment.

PORTRAIT OF VAUDREUIL-DORION AND THE MUNICIPAL ORGANIZATION

Located at the crossroads of three main highways (20, 30 and 40), Vaudreuil-Dorion is crossed by two railway lines. The public transportation system is already well developed, both within the territory itself and towards the Island of Montreal, Salaberry-de-Valleyfield and the municipalities of Vaudreuil-Soulanges. The City is serviced by two train stations, several bus routes as well as adapted transportation.

Vaudreuil-Dorion provides a quality living environment for families. There are approximately 50 parks throughout its 73.18 km² territory equipped with play structures, street furniture, splash pads, outdoor skating rinks, sports fields, etc. There is also a network of bike paths totalling over 55 km throughout the City. Citizens can enjoy a wide range of cultural and recreational activities throughout the year and have access to over 50 community organizations.

The City of Vaudreuil-Dorion has a team of over 300 employees ready and eager to provide the population with countless services, making sure to always include something new and exciting.

A better understanding

According to a Canadian survey on disabilities carried out in 2017:

- One in five Canadians (or 6.2 million people) ages 15 and over had at least one activity-limiting disability.
- For many of these Canadians, challenges and barriers in their daily lives can prevent them from fully participating in society. Having a better understanding of the challenges faced by persons with disabilities in personal, professional or economic situations can help guide public policies.

A disability can be defined as:

- **Auditory**
Difficulty hearing what is being said in a conversation with another person, in a conversation with less than three people or in a telephone conversation (while wearing a hearing aid, where applicable).
- **Visual**
Difficulty reading standard newspaper print or clearly seeing the face of a person from a distance of 4 metres (12 feet) (while wearing glasses or contact lenses, where applicable).

- **Mobility**

Difficulty walking half a kilometre or going up and down approximately 12 stairs without stopping to rest, moving from one room to another, carrying an object weighing 5 kg (10 lb) over a distance of 10 m (30 ft) or standing up for extended periods of time (even with help or the use of a specialized device such as a cane or crutches).

- **Speech**

Difficulty speaking or being understood.

- **Agility**

Difficulty bending over, getting dressed or undressed, getting into or out of bed, cutting one's toenails, grasping or handling objects using one's fingers, extending/raising one's arms in any direction (above the head, for example) or cutting food.

- **Pain**

Limitation in the amount or kind of activity a person can do as a result of long-term pain that is constant or comes back from time to time (recurring back pain, for example).

- **Learning**

Difficulty learning due to a certain condition (whether diagnosed by a professional or not) such as attention deficit disorder, hyperactivity or dyslexia.

- **Memory**

Limitation in the amount or kind of activity a person can do as a result of frequent periods of confusion or difficulty remembering things. These difficulties are often associated with illnesses such as Alzheimer's disease or are the result of a brain injury.

- **Intellectual or developmental disability**

Cognitive limitations due to an intellectual or developmental disability such as Down syndrome, autism or mental disorders caused by a lack of oxygen at birth.

- **Psychological**

Limitation in the amount or kind of activity a person can do because of emotional, psychological or psychiatric disorders (lasting six months or more) such as phobias, depression, schizophrenia or alcohol/drug use problems.

- **Undetermined**

The disability was classified as “undetermined” if the person interviewed answered “yes” to general questions on the limitation of activities but did not answer “yes” to the questions on type of disability that followed (In the 2017 survey, this type of disability was defined as “undetermined”).

Source: [adapted from Statistics Canada](#)

2020 Summary

Director General's Office

OBSTACLES	MEASURES	STATUS
Better recognize the needs of persons with disabilities and the obstacles these individuals face.	Creation of a discussion group comprised of citizens with disabilities in order to better identify their needs.	Not completed, postponed to Fall 2021
	Become a member of the Table de concertation des personnes handicapées de Vaudreuil-Soulanges.	Completed
	Hold a meeting with an advisory committee composed of individuals representing persons with disabilities.	Completed

Communications

OBSTACLES	MEASURES	STATUS
Citizens are generally unaware of International Day of Persons with Disabilities, held on December 3 every year, and of Quebec's Week for Persons with Disabilities.	Promote International Day of Persons with Disabilities, held on December 3 every year, by disseminating information on social media, the City's Web site and electronic billboards.	Completed
	Promote Quebec's Week for Persons with Disabilities, which starts June 1 of every year.	
It is difficult for certain citizens with auditory or language disabilities to communicate effectively with City employees providing services to residents.	Provide an employee who uses sign language to serve this clientele.	Completed

Communications (continued)

OBSTACLES	MEASURES	STATUS
The Action Plan document is available in French only.	Have the Action Plan translated once it is posted on the Web site.	Completed
Limited accessibility to information on the City's Web site.	Enhance the "Persons with disabilities" section of the City's Web site.	Completed

Recreation and culture

OBSTACLES	MEASURES	STATUS
Limited recreation and culture services.	Develop recreational activities for people with disabilities and establish integration projects in partnership with local stakeholders.	Completed
	Facilitate the integration and participation of persons with disabilities in the recreational activities offered by the City and different organizations.	Completed
Limited day camp services.	Maintain the policy aimed at integrating children with disabilities in day camps.	Completed
	Provide subsidies to children with disabilities in day camps.	Completed
	Maintain a 1:1 ratio for children with disabilities attending day camps.	Completed
The City is not always aware of the needs of persons with disabilities or the obstacles these individuals face.	Establish and maintain relationships with our local resources to better understand and meet the needs of people with disabilities.	Completed
Limited spaces for persons with disabilities.	At City-sponsored events, ensure that parking spaces or drop-off areas are strategically located for easy access to the sites.	Completed

Recreation and culture (continued)

OBSTACLES	MEASURES	STATUS
Non-adapted equipment in the City's parks and during events.	Rent adapted chemical toilets for events organized by the City.	Completed
The public is relatively unaware of the achievements of persons with disabilities.	Create new recreational and cultural mediation actions, recognize and promote the achievements of persons with disabilities.	Partially completed due to COVID-19. Cultural mediation project postponed to Fall 2021.
Certain municipal buildings are not accessible to people with disabilities.	Evaluate certain City-owned buildings to determine degree of accessibility based on different disabilities.	Not completed/ Awaiting the CISSMO

Recreation and culture – Library

OBSTACLES	MEASURES	STATUS
Persons with disabilities do not always have access to reading materials they can access on their own.	Add accessible stations (height adjustable) where library users with disabilities can borrow materials on their own.	Not completed. Postponed to 2022 (municipal hub).
Few conferences are aimed at caregivers and persons with disabilities.	Ensure that conferences and workshops with themes that are relevant to caregivers and persons with disabilities are given on a regular basis.	Completed

Library (continued)

OBSTACLES	MEASURES	STATUS
There is a lack of documentation on health conditions affecting persons with different types of disabilities.	Identify and increase the number of documents addressing different types of disabilities.	Completed
The Library's Web access is not user friendly enough for persons with disabilities.	Include an easy-to-use search tool that allows for quick consultation of adapted documents available (large print, audio books, etc.).	Completed (New version of the online catalogue anticipated for 2021).
Lack of documents accessible to persons with disabilities.	Acquire more documents accessible to persons with disabilities (large print, audio books, etc.).	Completed

Public works

OBSTACLES	MEASURES	STATUS
Persons with disabilities need to be better represented on committees.	Add a member with reduced mobility to the <i>Comité de transport actif</i> .	Completed
Defective pedestrian lights.	Identify defective pedestrian lights and transmit report to Public Works for quick repair.	Completed
Limited accessibility.	Equip parks and bike paths to ensure universal accessibility.	Completed
Failure to respect handicapped parking spaces.	Mandate the Sûreté du Québec to prioritize the respect of handicapped parking spaces within its territory.	Completed
Need to plan/encourage the hiring of people with disabilities.	Award the contract for providing janitorial services to the City's buildings to Placement Potentiel, an NPO that hires persons with disabilities.	Completed

Public works (continued)

OBSTACLES	MEASURES	STATUS
Non-adapted equipment in the City's parks	Standardize the adapted equipment available in the City's parks.	Completed
Integration of accessible equipment when developing new parks.	Implement accessible equipment at Pierre-Mercure Park.	Partially completed. Final stages of work / Spring 2021.

Land use

OBSTACLES	MEASURES	STATUS
Having to obtain a permit in order to adapt their home is an extra expense for persons with disabilities who are already struggling with a number of overall additional costs.	Provide permits free of charge for those who are adapting their homes.	Completed
Difficulties with accessibility experienced by persons with disabilities when shopping.	For new construction, pay special attention to the layout of handicapped parking spaces.	Completed
Limited accessibility at City Hall.	Develop plans for the new City Hall building, ensuring universal accessibility.	Partially completed – in progress.

Land use (continued)

OBSTACLES	MEASURES	STATUS
Public coffee shops with terraces are not accessible for persons with disabilities.	Adopt specific rules concerning the layout of coffee shops with terraces to ensure accessibility.	Not completed Postponed to an undetermined date
The views of the transit authority and the City are not always aligned with regard to the work required to make public transit more accessible to persons with disabilities.	Work together with EXO to implement the transportation development plan required under Article 67 of the Act.	Not completed Postponed to 2021
There is little adapted housing available for persons with disabilities within the municipality's territory.	Support the development of accessible and adaptable housing in social and community housing projects.	Completed

Engineering and environment

OBSTACLES	MEASURES	STATUS
The geometry of the Boulevard Harwood and Route de Lotbinière intersection does not comply with accessibility requirements.	Make corrections to the geometry of the Boulevard Harwood and Route de Lotbinière intersection.	Not completed Postponed to 2021

Human resources

OBSTACLES	MEASURES	STATUS
In keeping with the Act, submit a report regarding the implementation of the Equal Access to Employment Program.	Produce a second report regarding the implementation of the Equal Access to Employment Program.	Completed
Persons with disabilities face obstacles in obtaining and keeping employment.	Adopt an open attitude for all work positions and plan/encourage the hiring of persons with disabilities.	Completed
	Promote the temporary hiring of two persons with disabilities, one blue-collar and one white-collar, for fixed-term projects.	Completed
	Promote new job offers by systematically sending them to SEMO Montérégie.	Completed
	Take part in different forums offered in connection with the hiring of persons with disabilities.	Completed
Anticipate/encourage the hiring of persons with disabilities.	Award the contract for providing janitorial services to the City's buildings to Placement Potentiel, an NPO that hires persons with disabilities.	Completed

Fire safety

OBSTACLES	MEASURES	STATUS
* The City does not have a complete register of addresses for persons with disabilities that could be used during interventions in the event of an emergency or disaster.	Implement a system identifying residences where persons with disabilities or vulnerable persons could require special assistance during an intervention by the Fire Department.	Not completed Postponed
The Intervention and Evacuation Plan does not take into consideration the needs of persons with disabilities.	Update the municipal emergency response plan by integrating special measures for the evacuation of persons with disabilities.	Completed

2021 Action Plan

Director General's Office

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
The City is not always aware of the needs of persons with disabilities or the obstacles these individuals face.	Create and maintain ties with local resources in order to be more aware of the needs of persons with disabilities and adequately meet these needs.	Create a discussion group for persons with disabilities in order to better identify their needs or create a form to be completed.	Fall 2021
		Become a member of the Table de concertation des personnes handicapées de Vaudreuil-Soulanges.	Ongoing
		Hold two annual meetings with the advisory committee composed of organizations within the City's territory.	March and November
The views of the transit authority and the City are not always aligned with regard to the work required to make public transit more accessible to persons with disabilities.	Work together with EXO to implement the transportation development plan.	Participate in consultation meetings.	Summer and Fall 2021

Communications

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Citizens are generally unaware of International Day of Persons with Disabilities, held on December 3 every year, and Quebec's Week for Persons with Disabilities.	Promote the following annual events among citizens: <ul style="list-style-type: none"> - December 3: International Day of Persons with Disabilities; - 1st week of June: Quebec's Week for Persons with Disabilities. 	Disseminate the information on social media, the City's Web site and electronic billboards. Promote Quebec's Week for Persons with Disabilities on social media, the City's Web site and electronic billboards.	Ongoing
The Action Plan is only available in French.	Make the Action Plan accessible in English.	Have the Action Plan translated once it is posted on the Web site.	Fall 2021
Limited accessibility to information on the City's Web site.	Make the content on the City's Web site more accessible.	Enhance the "Persons with disabilities" section of the City's Web site by consulting with specialists to ensure it meets all Web accessibility standards.	Fall 2021

Recreation and Culture

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Limited recreation services	Develop recreational activities for people with disabilities and establish integration projects in partnership with local stakeholders. Facilitate the integration and participation of persons with disabilities in the recreational activities offered by the City and different organizations.	Purchase a more stable SUP for the watercraft rental booth (1 person standing, 1 person sitting). <i>Plaisirs d'hiver</i> activities: Rental of Ski-Vel (used to push wheelchairs on snow), free at activity locations.	Ongoing

Recreation and culture (continued)

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Limited day camp services.	Continue the mission of offering varied services at day camps while also maximizing their accessibility.	Maintain the policy aimed at integrating children with disabilities in day camps.	Ongoing
		Provide subsidies to children with disabilities in day camps.	Ongoing
		Maintain a 1:1 ratio for children with disabilities attending day camps.	Ongoing
Limited spaces for persons with disabilities.	At City-sponsored events, ensure that parking spaces or drop-off areas are strategically located for easy access to the sites.	Le 405 Park: <ul style="list-style-type: none"> - Accessible toilets; - Picnic tables for persons with reduced mobility; - Parking for persons with reduced mobility near the site. 	Summer 2021
Accessibility to City buildings.	Identify improvements required and that are possible to carry out on certain buildings.	Have buildings evaluated by an occupational therapist (CISSMO): <ul style="list-style-type: none"> - Normand-Desjardins pavilion; - Chalet at Maison-Valois Park; - Chalet at Bel-Air Park; - Maison Félix-Leclerc; - Chalet at Briand Park. Have architectural plans for renovations at Centre Jean-Marc-Ducharme reviewed by an occupational therapist (CISSMO).	Spring 2021

Recreation and culture – Library

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Persons with disabilities are not always able to access reading materials on their own.	Allow users to borrow materials on their own.	Self-serve laptop and tablet borrowing at circulation desk.	Spring 2021
There is a lack of documentation on health conditions affecting persons with different types of disabilities.	Identify and increase the number of documents addressing different types of disabilities.	Purchase of books addressing different types of disabilities.	Ongoing
The Library's Web access is not user friendly enough for persons with disabilities.	Include an easy-to-use search tool that allows for quick consultation of adapted documents available (large print, audio books, etc.)	Purchase of a reading magnifier. New online catalog in which size and font can be enlarged.	July 2021
Lack of documents accessible to persons with disabilities.	Acquire more documents accessible to persons with disabilities (large print, audio books, etc.).	Purchase of audio books. Purchase of large print books.	Ongoing

Public works

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Defective pedestrian lights.	Ensure the safety of users.	Identify defective pedestrian lights and transmit report to Public Works for quick repair.	Ongoing
Failure to respect handicapped parking spaces.	Ensure that use of handicapped parking spaces is respected.	Mandate the Sûreté du Québec to prioritize the respect of handicapped parking spaces within its territory.	Ongoing

Public works (continued)

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Non-adapted equipment in the City's parks (old and new).	<p>Standardize the adapted equipment available in the City's parks.</p> <p>Develop parks with universal accessibility in mind.</p>	<p>Pierre-Mercure Park: inclusive development.</p> <p>Lorne-Worseley Park: wheelchair-accessible play structure.</p> <p>Pinault Park and Mallette Park: inclusive equipment for individuals with special needs.</p>	<p>Spring-Summer 2021</p>

Land use

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Having to obtain a permit in order to adapt their home is an extra expense for persons with disabilities who are already struggling with a number of overall additional costs.	Implement an incentive for adapting homes.	Ensure that permits for adapting homes are provided free of charge.	Ongoing
Accessibility can be difficult for persons with disabilities when shopping.	Improve access to businesses and stores.	For new construction, pay special attention to the layout of handicapped parking spaces.	Ongoing

Land use (continued)

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Limited accessibility at City Hall.	Ensure universal accessibility at the new municipal hub to come.	Develop plans for the municipal hub that ensure accessibility and mobility.	In progress
There is little adapted housing available for persons with disabilities within the municipality's territory.	Support the development of accessible and adaptable housing in social and community housing projects.	Support promoters in their undertakings.	Ongoing

Engineering and environment

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Reduced mobility, danger of circulating on road shoulders.	Develop bike paths to ensure universal accessibility.	Construction of multifunction paths and bike paths on: <ul style="list-style-type: none"> • Rue Durocher; • A portion of Rue Bourget, Rue Viau and Rue du Chanoine-Groulx; • A portion of Rue Ouimet, between Rue Briand and Rue Leclerc; • Rue Aurèle-Joliat: this particular path connects Aurèle-Joliat Park and Lorne-Worsley Park; • Rue Marquis: Connects La Seigneurie Park to the existing path leading to Félix-Leclerc Park. 	Year-round
The geometry of the Boulevard Harwood and Route de Lotbinière intersection does not comply with accessibility requirements.	Make corrections to the geometry of the Boulevard Harwood and Route de Lotbinière intersection.	Redevelopment of this intersection during work done on Route De Lotbinière.	End of 2021

Human resources

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
Persons with disabilities face obstacles in obtaining and keeping employment.	Adopt an open attitude for all work positions and plan/encourage the hiring of persons with disabilities.	Promote new job offers by systematically sending them to SEMO Montérégie.	Ongoing
	Promote the temporary hiring of two persons with disabilities, one blue-collar and one white-collar, for fixed-term projects.		
	Anticipate/encourage the hiring of persons with disabilities.	Award the contract for providing janitorial services to the City's buildings to Placement Potentiel, an NPO that hires persons with disabilities.	Ongoing

Fire safety

OBSTACLES	OBJECTIVES	MEASURES	DEADLINE
* The City does not have a complete register of addresses for persons with disabilities that could be used during interventions in the event of an emergency or disaster.	Create a register.	Implement a system identifying the addresses where persons with disabilities or vulnerable persons could require special assistance during an intervention by the Fire Department.	Fall 2021
The Intervention and Evacuation Plan does not take into consideration the needs of persons with disabilities.	Update the municipal emergency response plan by integrating special measures for the evacuation of persons with disabilities.	Regularly review intervention and evacuation plans that take into consideration the needs of persons with disabilities.	Ongoing

ADOPTION AND DISSEMINATION OF THE 2021 ACTION PLAN

Following the adoption of the 2021 Action Plan by the Vaudreuil-Dorion Municipal Council, the City is publicizing its action plan using the following communication tools:

- The City's Web site at: www.ville.vaudreuil-dorion.qc.ca;
- By authorizing the Office des personnes handicapées du Québec to add a hyperlink to the City of Vaudreuil-Dorion's action plan via its Web site;
- Articles and press releases in different media sources available to citizens;
- The employees of the City of Vaudreuil-Dorion.

Monitoring of implementation

The City of Vaudreuil-Dorion has created a municipal committee to monitor the implementation of this action plan and evaluate the achievement of its objectives. This committee meets twice a year to review progress and update the action plan.

Information

Any and all information pertaining to the City of Vaudreuil-Dorion's Action Plan for Persons with Disabilities can be obtained by contacting the Director General's Office.

- **Caroline Houle, Associate to the Director General and the Mayor's Office**
Coordinator of the Action Plan for Persons with Disabilities

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