

# 2020 Action Plan for Persons with Disabilities



**Vaudreuil-Dorion**

# A WORD FROM THE MAYOR

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In accordance with the *Act to secure handicapped persons in the exercise of their rights with a view to achieving social, school and workplace integration*, the City of Vaudreuil-Dorion produces a yearly action plan aimed at increasing the social participation of persons with disabilities. This action plan lists the concrete actions that the City wishes to take in the year 2020. This document also lists what was accomplished in 2019.

Our goal is to make life easier for those with disabilities in every sector of City activity and implement accessibility measures, while respecting our administrative, organizational and financial constraints.

On behalf of the City Council, I can assure you that we will continue providing all of the tools required to meet the needs of persons with disabilities.



# Context

## LEGAL OBLIGATIONS

- 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**<sup>1</sup> 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 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.

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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 the City of Vaudreuil-Dorion. This year, the departments most frequently mobilized to work on the ground were included in the composition of the working committee, which is mandated with developing the projects stemming from the action plan, evaluating these projects and ensuring their progress. The role of this municipal committee is to support the coordinator at every stage of the action plan and ensure that integrating persons with disabilities is an organizational concern. In order to meet the integration needs of persons with disabilities, this committee is also mandated with validating the action plan, and the statements included as part of it, with the entire municipal organization.

The municipal representatives of the action plan committee are:

- **Ms. Caroline Houle**, Associate to the Director General and the Mayor's Office, Coordinator of the Action Plan and Services to Persons with Disabilities
- **Ms. Céline Chartier**, Municipal Councillor
- **Ms. Jasmine Sharma**, Municipal 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 partners from the public sector and from associations working with persons who have disabilities.

# PORTRAIT OF VAUDREUIL-DORION AND THE MUNICIPAL ORGANIZATION

A city with a rich past, Vaudreuil-Dorion is the embodiment of vitality and modernity. Proud of its cultural and built heritage, it is resolutely looking to the future to offer its citizens a living environment that meets their needs. The City's exponential growth (the population grew from 19,000 in 2000 to 41,019 in 2019), residential and commercial development, and birth rate have been the subject of many media reports.

People are increasingly intrigued by this suburban city that was rarely even mentioned just a few short years ago and is now considered one of Quebec's leading cities. Vaudreuil-Dorion currently ranks 30th in Quebec in terms of population.

This success is due in part to the vision of City Council and to the City's administration, which has established a structured and innovative development plan. Moreover, thanks to the City's strategic location at the junction of Highways 20, 30 and 40, it is a location that is highly favoured by developers.

In order to accommodate the growing population, the City has had to accelerate infrastructure planning. The improvement of the road network, the increase in the hydraulic and purification capacity of the filtration and treatment plant, the expansion of the municipal arena and the construction of a major sports centre are indeed proof of Vaudreuil-Dorion's vitality. In terms of public transit, the territory has two train stations as well as public transit service and express bus service to Montreal. Always seeking to innovate, the City is working on creating a new neighbourhood based on the TOD (Transit Oriented Development) concept in the De la Gare Boulevard sector. The goal of the project is to make the De la Gare sector a housing development where cars are not required for travel to Montreal.

Practiced throughout Europe for several years already, specifically in Scandinavia, and increasingly popular in the U.S., TOD advocates integrated high-density development that combines residences and businesses.

# PORTRAIT OF VAUDREUIL-DORION AND THE MUNICIPAL ORGANIZATION

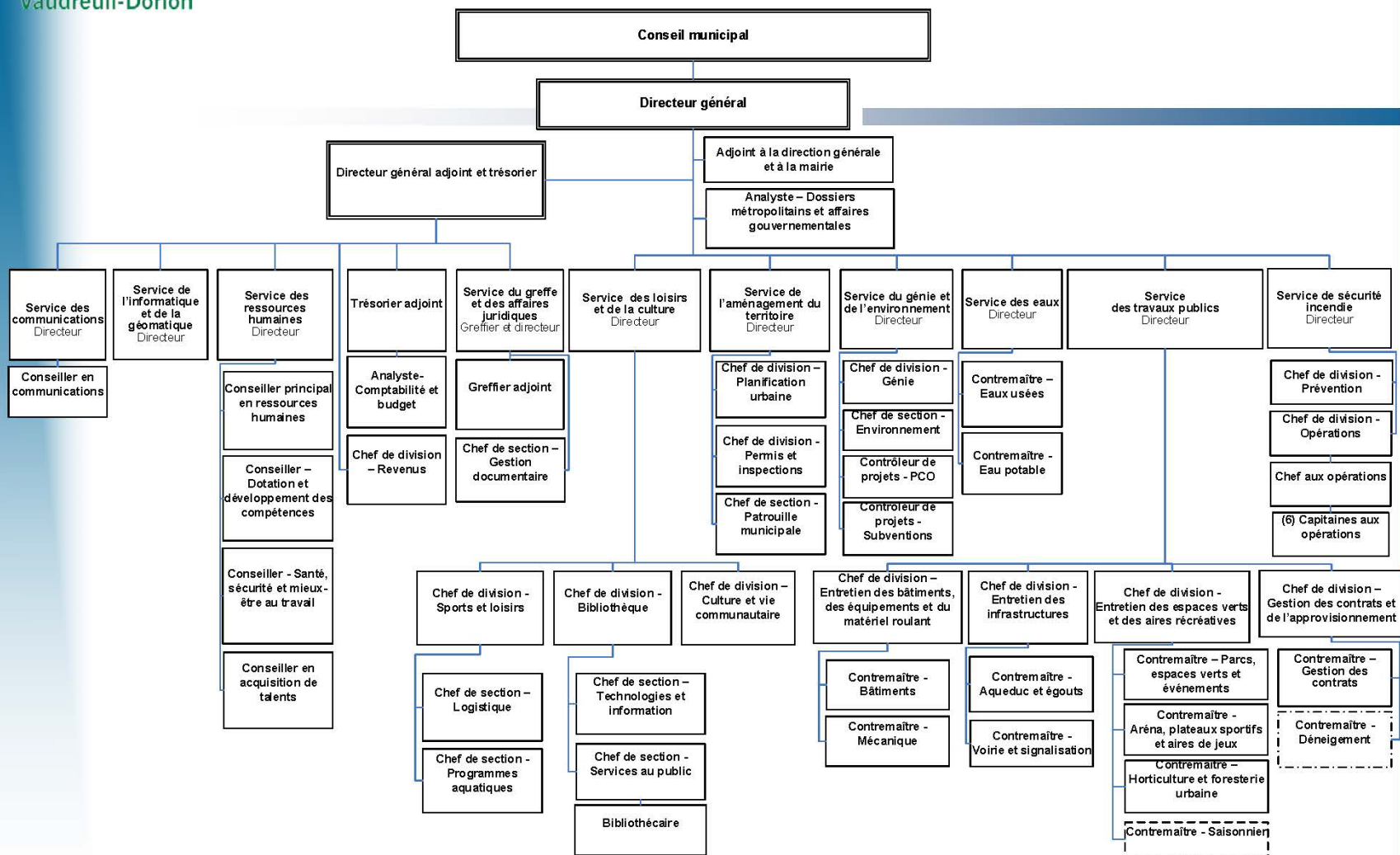
This concept is articulated around transportation infrastructure, such as the train or metro, where urban design favours walking or cycling. TOD aims to encourage travel using a mode of transportation other than cars, making people rather than vehicles the focus of development. The result is a neighbourhood that is less polluted, quieter, safer and more user-friendly. Indeed, Vaudreuil-Dorion could easily be one of Quebec's model cities when it comes to the application of TOD.

The City's growth, however, in no way detracts it from wanting to preserve its heritage: Église Saint-Michel, Maison Joachim-Génus, Maison Trestler, Musée régional de Vaudreuil-Soulanges, the former Vaudreuil-Soulanges MRC building, Maison Félix-Leclerc in L'anse de Vaudreuil and the Chanoine Lionel Groulx residence on Chemin des Chenaux.

Recognized for the beauty of its landscapes and bodies of water, Vaudreuil-Dorion is concerned with preserving its natural resources. The acquisition of Île aux Tourtes and the property of the Pères de Sainte-Croix is a testament to City Council's determination in this regard. The 50 or so parks scattered throughout the territory and the water games that are so popular with young families all clearly demonstrate Vaudreuil-Dorion's rapid, but well-planned, growth. Without a doubt, the City's expansion is purposeful and inspired, and has provided an enviable quality of life for all of its citizens.

The City of Vaudreuil-Dorion boasts a team of 300 employees who work tirelessly to deliver a range of continuously renewed services to the population.

# Structure organisationnelle



# A better understanding

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

- One in five Canadians (or 6.2 million people) aged 15 years 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 bed 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 due to 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](#)

# 2019 Summary

## Communications

OBSTACLES	MEASURES	STATUS
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.	<p>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.</p> <p>Promote Quebec's Week for Persons with Disabilities, which starts June 1 of every year.</p>	Completed
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
The Action Plan document is available in French only.	Have the Action Plan translated once it is posted on the Web site.	Completed
City Council meetings are not accessible to individuals with disabilities.	Broadcast council meetings online.	Completed
Limited accessibility to information on the City's Web site.	Enhance the "Persons with disabilities" section of the City's Web site by consulting with specialists to ensure it meets all Web accessibility standards.	Completed

## Director General's Office

OBSTACLES	MEASURES	STATUS
The City is not always aware of the needs of persons with disabilities or the obstacles these individuals face.	Hold a meeting with an advisory committee composed of individuals representing persons with disabilities.	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 (cont'd)

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.	Completed
Certain municipal buildings are not accessible to people with disabilities.	Evaluate certain City-owned buildings to determine degree of accessibility based on different disabilities.	Partially completed

## Recreation and culture – Library

OBSTACLES	MEASURES	STATUS
Persons with disabilities do not always have access to events organized by the City.	Make plans to ensure accessibility for persons with disabilities and their attendants during events organized by the City.	Completed
Persons with disabilities do not always have access to reading materials.	Provide an accessible area where users, including persons with disabilities, can borrow laptops giving them easy access to reading materials.	Completed
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
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

## Recreation and Culture – Library (cont'd)

OBSTACLES	MEASURES	STATUS
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
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
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
Failure 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
Non-adapted equipment in the City's parks.	Standardize the adapted equipment available in the City's parks.	Completed
	Integrate the concept of universal accessibility for people with disabilities into the Parks and Greenspace Master Plan created in 2018.	Completed

## Land use

OBSTACLES	MEASURES	STATUS
Access to reserved parking spaces.	Follow-up on our interventions with merchants whose parking spaces are non-compliant.	Completed
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
Accessibility is not always easy for 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.	Underway
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.	Postponed to 2020
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.	Postponed to 2020
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.	Postponed

## Human resources

OBSTACLES	MEASURES	STATUS
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

## Fire safety

OBSTACLES	MEASURES	STATUS
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.	Postponed



# Other accomplishments 2019

OBSTACLES	MEASURES	STATUS
Restricted accessibility during events.	Take additional steps to improve the accessibility of sites during activities organized by the City: <ul style="list-style-type: none"> <li>• Additional parking spaces located near sites</li> <li>• Make organizations aware of accessibility during their activities</li> </ul>	Completed
Accessibility can be difficult at the Cité-des-Jeunes High School pool.	Improve access to the pool located at Cité-des-Jeunes High School.	Completed
The knowledge and practices of the City and of the Action Plan Coordinator.	Take part in a CAMF meeting for discussions, information and networking.	Completed

# 2020 Action plan

Statements highlighted and marked by an asterisk indicate new additions to the 2020 Action Plan.

## Director General's Office

OBSTACLES	MEASURES	DEADLINE
* 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.	Fall 2020
	Become a member of the Table de concertation des personnes handicapées de Vaudreuil-Soulanges.	Fall 2020
	Hold a meeting with an advisory committee composed of individuals representing persons with disabilities.	Ongoing

## Communications

OBSTACLES	MEASURES	STATUS
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 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.	Ongoing
	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.	Ongoing

## Communications (cont'd)

OBSTACLES	MEASURES	DEADLINE
The Action Plan document is available in French only.	Have the Action Plan translated once it is posted on the Web site.	Ongoing
Limited accessibility to information on the City's Web site.	Enhance the "Persons with disabilities" section of the City's Web site by consulting with specialists to ensure it meets all Web accessibility standards.	Ongoing

## Recreation and culture

OBSTACLES	MEASURES	DEADLINE
Limited recreation and culture services.	Develop recreational activities for people with disabilities and establish integration projects in partnership with local stakeholders.	Ongoing
	Facilitate the integration and participation of persons with disabilities in the recreational activities offered by the City and different organizations.	Ongoing
Limited day camp services.	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
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.	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.	Ongoing

## Recreation and culture (cont'd)

OBSTACLES	MEASURES	DEADLINE
Non-adapted equipment in the City's parks and during events.	Rent adapted chemical toilets for events organized by the City.	Ongoing
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.	Ongoing
Certain municipal buildings are not accessible to people with disabilities.	Evaluate certain City-owned buildings to determine degree of accessibility based on different disabilities.	Fall 2020

## Recreation and culture – Library

OBSTACLES	MEASURES	DEADLINE
*Persons with disabilities do not always have access to reading materials.	Provide an accessible area where users, including persons with disabilities, can borrow laptops giving them easy access to reading materials.	Fall 2020
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.	Ongoing
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.	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.)	Ongoing
Lack of documents accessible to persons with disabilities.	Acquire more documents accessible to persons with disabilities (large print, audio books, etc.).	Ongoing

## Public works

OBSTACLES	MEASURES	DEADLINE
*Better representation of persons with disabilities on committees.	Add a person with reduced mobility as a member of the Active Transportation Committee.	Fall 2020
Defective pedestrian lights.	Identify defective pedestrian lights and transmit report to Public Works for quick repair.	Ongoing
Limited accessibility.	Equip parks and bike paths to ensure universal accessibility.	Ongoing
Failure to respect handicapped parking spaces.	Mandate the Sûreté du Québec to prioritize the respect of handicapped parking spaces within its territory.	Ongoing
Failure 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.	Ongoing
Non-adapted equipment in the City's parks.	Standardize the adapted equipment available in the City's parks.	Ongoing
* Integration of accessible equipment/furnishings when creating layouts for new parks.	Implement accessible equipment/furnishings at Pierre-Mercure Park.	October 2020

## Land use

OBSTACLES	MEASURES	DEADLINES
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.	Ongoing
Accessibility is not always easy for persons with disabilities when shopping.	For new construction, pay special attention to the layout of handicapped parking spaces.	Ongoing
Limited accessibility at City Hall.	Develop plans for the new City Hall building, ensuring universal accessibility.	Underway
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.	2020
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.	2020
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	Ongoing

## Engineering and environment

OBSTACLES	MEASURES	DEADLINE
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.	2020

## Human resources

OBSTACLES	MEASURES	DEADLINE
* In accordance with the Act, file a report on the implementation of the Equal Employment Opportunity Program.	Produce a second report on the implementation of the Equal Employment Opportunity Act.	September 2020
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.	Ongoing
	Promote the temporary hiring of two persons with disabilities, one blue-collar and one white-collar, for fixed-term projects.	Ongoing
	Promote new job offers by systematically sending them to SEMO Montérégie.	Ongoing
	Take part in different forums offered in connection with the hiring of persons with disabilities.	Ongoing

## Fire safety

OBSTACLES	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.	Implement a system identifying residences where persons with disabilities or vulnerable persons could require special assistance during an intervention by the Fire Department.	Late 2020
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.	Late 2020

# ADOPTION AND DISSEMINATION OF THE 2020 ACTION PLAN

Following the adoption of the 2020 Action Plan by the Vaudreuil-Dorion City 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](http://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;
- Through 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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