

Montréal Charter
of **Rights** and
Responsibilities
as explained to

youth



Montréal 



The key to living better together!

joy

The *Montréal Charter of Rights and Responsibilities* is an original instrument provided to all citizens of Montréal, including **youth!**



Charter

Democracy

- Is when:
- citizens vote at elections to choose their elected officials
 - between each election, citizens can participate in a decision.

Citizen participation

- Is when:
- citizens give their opinion to help elected officials make the best decisions possible
 - citizens get involved and help to change things.

Code of conduct

The code of conduct promotes the proper functioning of a group. The group creates rules for itself to enable good relations and a mutual understanding between people.

The *Montréal Charter of Rights and Responsibilities* is also called the Montréal Charter. It is an important document on **democracy** for **citizen participation** and for the city.

We call Montréal's **code of conduct** a charter. By using the name "charter," we give it importance.

The Charter is an incredible tool for dialogue between citizens, city employees and representatives in everyday life. When citizens participate, this means that the city is important to them.

This document helps you discover how the code of conduct works in Montréal.

The *Montréal Charter of Rights and Responsibilities* exists since January 1, 2006.



Public consultation

A meeting where anyone can give their opinion. Public consultations serve to hear the opinions of citizens concerning a project.

Citizens

A citizen of Montréal is a person who lives in Montréal.

Rights

Every person has rights, for example:

- the right to life
- the right to liberty
- the right to security.

Responsibilities

Responsibilities are actions that citizens must take or not take so that life is pleasant for everybody, for example:

- take out garbage at the right time
- do not litter
- avoid disturbing neighbours with noise.

The city's commitments

- This is when the city agrees and decides to take action.

Values

What is important for citizens to live together, for example:

- respect for others
- tolerance
- justice
- equality
- peace.

MONTRÉAL CHARTER OF RIGHTS AND RESPONSIBILITIES

Why do we need a Montréal Charter?

In 2002, a large **public consultation** was held. This public consultation was called the Montréal Summit. The people present agreed to create a Montréal charter of **citizens'** rights and responsibilities.

The Charter describes the **rights** of Montréal citizens. Each citizen must respect the rights of others. For each right, citizens also have **responsibilities**. To help citizens take full advantage of their rights, the city makes **commitments** and takes action, for example, regarding:

- equality between men and women
- access to quality drinking water and in sufficient quantities
- libraries
- parks and
- sports facilities.

The Charter lists the most important **values** needed for citizens to live together in the city. There are citizens that come from many countries, which is a richness for the city.

Citizens, elected officials and employees of Montréal work together to make the city a pleasant place to live.



Democracy Life

THE LIFE OF CITIZENS AND THE RIGHTS RELATED TO DEMOCRACY

Rights and Responsibilities

Citizens have rights related to democracy.

For example, they can vote for:

- the city mayor
- the mayor and councillors in their borough.

Between municipal elections, citizens can participate in the democratic process.

Commitments

The city commits to:

- encourage citizen participation
- give information so that citizens understand
- use effective ways to communicate with citizens
- encourage the attendance of women, Aboriginals, citizens of all **origins** and **visible minorities** at city committees.

Involvement

How to get involved in your city

Citizens become informed and give their opinion to elected officials in order to help them make the best decisions: these citizens participate in democratic life.

Citizens become informed by looking at what the city puts on its internet site: the Charter, video capsules, information on libraries, playgrounds and sports facilities.

Citizens use the Right of Initiative in public consultations and participate in making the city a pleasant place to live. The right of initiative is the right to request and obtain a public consultation through a petition.



emocracy

Origin

The origin of a person is the country where that person was born or the country where the parents were born.

Members of visible minorities

People, other than Aboriginal peoples, who are non-white in colour, for example:

- people from Southeast Asia
- people from Western Asia and Arabia
- people of color.



Economic and Social Life

THE ECONOMIC AND SOCIAL LIFE OF MONTRÉAL CITIZENS

Rights and Responsibilities

Citizens have economic and social rights.

Citizens and the city work together to ensure their economic and social rights.

Citizens take action consistent with the city's commitment to ensure their rights.

Commitments

The city commits to:

- take steps with **organizations** and **governments** to offer homeless people a temporary safe place to sleep when those people request it
- consider the needs of people who have the most problems finding housing
- ensure that every citizen always has water regardless of income.

Economic life

Is the activity of production, distribution, exchange and consumption of goods and services.

Social life

Is everybody progressing together and in an organized manner in their community.

Organization

A group of persons working together for a cause.

Government

All the people elected by citizens, who lead a city, province or country and who have the power to improve things.

Involvement

How to get involved in your city

Citizens involve themselves in their living environment to determine the best ways to fight poverty, because poverty is an obstacle to public participation.

Homeless persons have the opportunity to sleep in a house specially designed for them.

The city takes steps to help poor and low-income persons find housing.



Cultural Life

CITIZEN LIFE AND CULTURE IN MONTRÉAL

Rights and Responsibilities

Citizens have rights related to **culture**.

Citizens and the city work together to ensure their rights related to culture.

Citizens take action consistent with the city's commitment to ensure their rights related to culture.

Commitments

The city commits to:

- make places of art and culture accessible
- protect cultural and natural **heritage**
- encourage citizens to go to exhibitions or shows
- develop the city's libraries
- encourage citizens to visit the museums belonging to the city



Culture
Culture is, for example:

- books
- shows
- music
- movies
- history
- exhibitions
- festivals
- dance
- theater.

Heritage
Is an object or group of objects to value, protect and save. Heritage gives importance to historical buildings, to culture and to knowledge, for example:

- a church
- a statue
- old traditions
- art such as painting, music and dance
- a wooded park.

Involvement

How to get involved in your city

Citizens participate in cultural activities, performances and exhibitions in cultural centers and cultural venues.

Citizens use the services offered in libraries and the city can even lend books online for reading on a computer or tablet.

Citizens can visit several city museums such as the Biodôme, Insectarium, Planetarium, Pointe-à Callière and Centre d'histoire de Montréal.

Leisure, Physical and Sports Activities

LEISURE, PHYSICAL AND SPORTS ACTIVITIES IN MONTRÉAL

Rights and Responsibilities

Citizens have rights related to **leisure**, physical and sports activities.

Citizens and the city work together to ensure their rights related to leisure, physical and sports activities.

Citizens take action consistent with the city's commitment to ensure their rights related to leisure, physical and sports activities.

Commitments

The city commits to:

- build and renovate parks, install recreational facilities, install **community facilities** for sports and physical fitness, according to the needs of the neighbourhoods
- improve parks, leisure, physical and sports facilities, according to the needs of the neighbourhoods
- encourage citizens to be active in everyday life.

Involvement

How to get involved in your city

Citizens take care of facilities for everyone such as sports halls, arenas and playgrounds.

Citizens have access to many courses offered by the city such as Hip Hop, figure skating, painting and karate.



Leisure

An activity done for fun.

Community facilities

Those are the city facilities and equipment available for use by all citizens, for example:

- arenas
- recreation centres
- libraries
- parks
- swings
- computers in libraries.

Leisure



Environment and Sustainable Development

THE ENVIRONMENT AND SUSTAINABLE DEVELOPMENT IN MONTRÉAL

Rights and Responsibilities

Citizens have rights related to the **environment** and **sustainable development**.

Citizens and the city work together to ensure the rights related to the environment and to sustainable development.

Citizens take action consistent with the city's commitment to ensure their rights related to the environment and to sustainable development.

Commitments

The city commits to:

- encourage generating less waste
- encourage the reuse of objects that are still useful, the recycling and **valorization** of waste
- encourage public transportation and other means of transportation to decrease the use of cars
- favour the protection of natural areas and trees, access to the shoreline and to green spaces and a decrease of annoying irritants.

Involvement

How to get involved in your city

- Citizens use water without wasting it and help maintain cleanliness to protect the environment.
- When citizens put newspaper in green bins, that paper can be transformed into cardboard used to make cereal boxes.
- When citizens put dead leaves and banana peels in the compost, those turn into ground fertilizer.

Environment

The environment is, for example:

- nature
- the air we breathe
- water
- soil.

The environment is also the house, street or neighbourhood where we live.

Sustainable development

Sustainable development means that we improve the welfare of people for a long time with a concern for the impact on the environment.

Valorization

Is when we take an object we want to throw out and transform it into another useful and more important object.



Security
The feeling that we are not
in danger, that things are
calm and quiet.

Security

SECURITY IN MONTRÉAL

Rights and Responsibilities

Citizens and the city work together to ensure the right to **security**.

Citizens take action consistent with the city's commitment to ensure their right to security.

Commitments

The city commits to:

- develop the city territory in a safe way
- take steps to ensure the citizen security in public spaces
- protect citizens and their belongings.



Involvement

How to get involved in your city

Citizens cross the street at green lights and at pedestrian crosswalks.

Citizens enjoy streets, parks, playgrounds and sports halls that are well-built and well-lit.

Citizens respect signs on bike paths.

Citizens are protected by city police who are there to ensure their safety. They give prevention advice.

Municipal Services

MUNICIPAL SERVICES IN MONTRÉAL

Rights and Responsibilities

Citizens have the right to quality **municipal services**.

Citizens and the city work together to ensure the right to quality municipal services.

Citizens take action consistent with the city's commitment to ensure their right to quality municipal services.

Commitments

The city commits to:

- encourage **universal access** in the organization of **public spaces**, municipal services, city programs and communications
- give quality services to citizens with respect and without **discrimination**
- offer services throughout the city with **fairness**
- take steps to keep the city clean.

Municipal services
Services that the city gives to citizens, for example:

- park maintenance
- recreational services
- libraries
- bike paths
- garbage and recycling collection
- firefighters and police
- road repairs
- issuance of permits
- snow removal.

Universal access
Is the access to city services, programs and buildings in the same way for all people. For city communications, it means access to the same information at the same time for everyone.

Public spaces
Spaces that all citizens can use, for example:

- sidewalks
- parks
- libraries.



Discrimination
Discrimination is when a person or group is not treated as well as others. It is when a person or group is treated differently or unequally, for example, because of:

- the colour of their skin
- their sex
- their disability
- their age.

Fairness
Is giving each person the same importance, same rights and same chances. To achieve that, we must look at the particular needs of some citizens.

Involvement

How to get involved in your city

Citizens can easily access city buildings or halls.

For persons with difficulties or for disabled students, the city has leisure assistance programs.

Citizens help keep the city clean.

Ombudsman

DE MONTRÉAL

With the Montréal Charter, if a citizen believes that his rights are not being respected, he can file a complaint with the **ombudsman**. He protects the rights of citizens, he will listen and help solve the problem.

Example of a complaint made to the ombudsman

A baseball team is afraid that it will no longer be able to play in its neighbourhood because citizens have made complaints to the local borough office. The citizens are worried for their safety because the balls land in their yards. Also, the baseball field lights stay on quite late and shine directly into a few homes. The borough has announced that it will prohibit baseball from being played on that field.

The baseball team is against that because it will have no place to play. The team calls the ombudsman who agrees to investigate.

Important:

The citizen and the city must first try to reach an understanding when there is a disagreement. If a solution is not found, the ombudsman is there, as a last resort, to encourage dialogue and to help the citizen.

514 872-8999

ombudsmandemontreal.com

This brochure is a version of the *Montréal Charter of Rights and Responsibilities*, a very important document for citizens and for Montréal. It explains to youth, in plain language, the **rights and responsibilities** of Montréal citizens and the **commitments** made by the city and its employees to improve services offered to the population. The Charter also speaks of the **values** that unite citizens, including respect for one another, equality, justice, tolerance and peace.

The complete document of the Montréal Charter is available at Accès Montréal offices, borough offices as well as on the city's website.

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Ombudsman

The Montréal ombudsman is the person that receives complaints from citizens when there is a disagreement between a citizen and the city.

The ombudsman is a person who protects the rights of citizens.

The ombudsman is not an elected official.

The ombudsman is not an employee of the city.



Montréal Charter
of Rights and Responsibilities

