



# WHISTLER

## MINUTES

### REGULAR MEETING OF ACCESSIBILITY AND INCLUSION COMMITTEE (AIC)

WEDNESDAY, MAY 04, 2022, STARTING AT 9:00 A.M.

Remote Meeting held Via Zoom

PRESENT	*Mtgs. YTD (2)
Member at Large, J. Moulton	2
Member at Large, S. Lawther	2
Tourism Whistler, M. Klau	2
Whistler Adaptive Sports Program, C. Walker	2
Whistler Community Services Society, J. Dickinson	1
Whistler Mature Action Community, D. Ashton	2
Resort Municipality of Whistler (RMOW) Councillor, J. Ford	2
RMOW Manager of Planning – Policy and AIC Secretary, C. Beaubien	2
RMOW Accessibility Coordinator, S. Tipler	2
RMOW AIC Recording Secretary, V. Quach	2
Whistler Centre for Sustainability, S. Gordon	

REGRETS	
Accommodation Sector	1
Whistler Chamber of Commerce	0
Squamish Lil'wat Cultural Centre	0
Vail Resorts	1
Whistler Mature Action Community, Second Representative	0
* For organizations, the number reflects the number of meetings attended by the organization's representatives.	

### CALL TO ORDER

*AIC recognized the Resort Municipality of Whistler is grateful to be on the shared, unceded territory of the Lil'wat People, known in their language as Líl'wat7úl, and the Squamish People, known in their language as Skwxwú7mesh. We respect and commit to a deep consideration of their history, culture, stewardship and voice.*

### ADOPTION OF AGENDA

Moved by D. Ashton  
Seconded by J. Dickinson

**That** AIC adopt the Regular Committee Agenda of Wednesday, May 04, 2022.

CARRIED

## ADOPTION OF MINUTES

Moved by J. Dickinson  
Seconded by C. Walker

**That** AIC adopt the Regular Committee Minutes of April 06, 2022 as circulated.  
CARRIED

## COUNCIL UPDATE

Councillor J. Ford discussed the following:

1. The RMOW continues to contact the Ministry of Transportation and Infrastructure and the Ministry of Labour to compel the parties to return to the table regarding the transit strike. The RMOW recognizes the difficulty of this situation for many members of the community, including local businesses and employees. AIC members are encouraged to tell their stories about how this situation affects their personal livelihoods, security, etc. The contact information to share these stories is available at [whistler.ca/transit](http://whistler.ca/transit).

## PRESENTATIONS/DELEGATIONS

S. Gordon introduced the session's objectives, agenda and background:

1. Today's purpose is to receive feedback on the draft actions from AIC members.
2. AIC action ideas from the April 6, 2022 meeting were reviewed, considered and integrated into the draft actions as possible.
3. The draft actions underwent a multi-department RMOW staff review and were then further refined by the project team.
4. The action framework is six of the seven areas of focus in the *Accessible Canada Act* (Service Design and Delivery; Built Environment; Employment; Communications and Engagement; Transportation; and Procurement) and general actions that support the seven areas (training and assessments).

S. Gordon presented a shared document to AIC members and asked members to provide satisfaction ratings on the action areas and add additional feedback. AIC members indicated general support for the draft actions and provided the following feedback:

1. General Observations
  - Address feelings of power imbalance when individuals seek support from or make complaints to organizations and governments (i.e., ensure staff capacity to receive feedback in a manner that does not create further vulnerability and social injustice)
  - Add 'inclusion' anywhere 'accessibility' appears in the document
2. Training Schedule
  - Ensure training is rolling and not static
  - Consider adding conflict resolution training for when people are reporting issues, and consider training to improve understanding of social justice and equity

- Consider adding an action for the RMOW to share the online training module links with the Chamber and other organizations
  - Consider adding an action related to having support for employees to reduce compassion fatigue
3. Assessment Schedule
    - Ensure that identified improvements are implemented
    - Consider including a mechanism for community feedback as part of the assessment processes, and consider including a mechanism to report back to the community about implemented changes
  4. Service Design and Delivery
    - Add one of the dog walking services as an option related to collecting service dogs from the locations of adaptive activities
    - Consider an action to reach out to Tourism Whistler to include inclusive imagery
    - Consider adding more details to the delivery of the surveys, including distribution at relevant sites
  5. Built Environment
    - Consider adding an action related to charging e-bikes and e-wheelchairs in the Village
    - Consider adding actions related to further improving wayfinding signage for the Valley Trail (e.g., colour coding)
    - Consider adding an action related to communicating current Valley Trail information (e.g., closures, animal issues, subscription tools like Connect Rocket)
    - Ensure there is still a balance of recreation and transportation opportunities on the Valley Trail
  6. Employment
    - Consider adding an action related to awareness about employer disability support organizations (e.g., Neil Squire Foundation)
  7. Communications and Engagement
    - Consider adding an action related to best practices about images that convey independence instead of dependence
    - Ensure there is accurate communication about what exists in the community
    - Consider adding an action related to Vail Resorts providing more information on the discounted Adaptive Epic season passes in the adaptive section on [whistlerblackcomb.com](http://whistlerblackcomb.com)
  8. Transportation
    - Consider adding an action about accessible EV charging stations
    - Consider adding an action about education for why we need accessible parking spaces and snow removal (e.g., an updated Whistler Way campaign); also consider timing of these actions
    - Consider adding an action related to encouraging the Sea to Sky Community Services Society to increase awareness of the Better at Home Program
  9. Procurement
    - No specific additional actions were identified
- S. Gordon discussed next steps:
1. The actions will be refined based on AIC input today.

2. The partners identified in the actions will be engaged (e.g., Tourism Whistler, Chamber, Vail Resorts).
3. The community engagement phase will be carried out and will involve an online platform and social media.
4. The actions will be further refined based on community input.
5. AIC will receive the draft AAP at the July meeting.
6. The recommended AAP will be presented to Council in September.

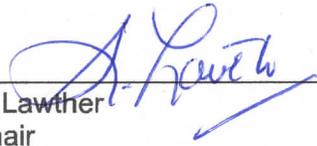
**OTHER BUSINESS**

There was no other business.

**MOTION TO TERMINATE**

Moved by D. Ashton  
Seconded by C. Walker

**That** the AIC meeting of Wednesday, May 04, 2022 be terminated at 11:01 a.m.  
**CARRIED**

  
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S. Lawther  
Chair

*C. Beaubien*  
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C. Beaubien  
Secretary