

# Whistler Accessibility Action Plan

SEPTEMBER 2022



*The Resort Municipality of Whistler is grateful to be on the shared, unceded territory of the Lil'wat People, known in their language as Lil'wat7úl, and the Squamish People, known in their language as Sḵwxwú7mesh. We respect and commit to a deep consideration of their history, culture, stewardship, and voice.*

# CONTENTS

- ACRONYMS..... 5**
- SECTION 1: INTRODUCTION..... 8**
  - COMMITMENT TO ACCESSIBILITY..... 9
  - DEFINITIONS..... 9
  - FRAMEWORK GUIDING THE ACCESSIBILITY ACTION PLAN..... 10
    - Accessible British Columbia Act*..... 10
    - Whistler Official Community Plan*..... 12
- SECTION 2: PROJECT METHODOLOGY ..... 14**
  - INITIAL RESEARCH..... 14
    - Overall Framework* ..... 14
    - Accessible British Columbia Act Principles*..... 15
  - COMMUNITY ENGAGEMENT ..... 17
- SECTION 3: ACTIONS AND IMPLEMENTATION ..... 19**
  - GENERAL ACTIONS ..... 20
    - Training Schedule*..... 20
    - Assessment Schedule*..... 22
  - IMPROVE INCLUSIVE SERVICE DESIGN AND DELIVERY ..... 23
  - ENHANCE BUILT ENVIRONMENT ACCESSIBILITY ..... 25
  - CONTINUE EQUITABLE EMPLOYMENT PRACTICES ..... 27
  - FOSTER ACCESSIBLE COMMUNICATIONS AND ENGAGEMENT ..... 28
  - REDUCE TRANSPORTATION BARRIERS ..... 29
  - SUPPORT ACCESSIBLE PROCUREMENT ..... 31
- APPENDIX A: BACKGROUND ..... 34**
  - INTRODUCTION..... 34
  - CANADIAN CONTEXT AND LEGISLATION ..... 34
    - Canadian Standards Association* ..... 35
  - BRITISH COLUMBIA CONTEXT AND LEGISLATION ..... 35
    - Accessible British Columbia Act*..... 35
    - British Columbia Building Code*..... 36
  - OTHER PROVINCES..... 36
  - WHISTLER CONTEXT, INITIATIVES AND PROJECTS ..... 36
    - Past and Ongoing Initiatives and Projects*..... 37
    - Related Initiatives and Projects*..... 39
- APPENDIX B: ACCESSIBILITY POLICY IN WHISTLER’S OCP ..... 42**
- APPENDIX C: SUMMARY OF REVIEWED DOCUMENTS ..... 44**
- APPENDIX D: INITIAL RESEARCH COMMON THEMES AND ELEMENTS ..... 47**
- APPENDIX E: ENGAGEMENT SUMMARY..... 52**
  - QUICK POLL – DEMOGRAPHICS ..... 52
  - IDEAS ..... 55
    - Staff Training*..... 55
    - Assessments of Facilities and Services*..... 55
    - Service Design and Delivery* ..... 55
    - Built Environment*..... 55

<i>Employment</i> .....	55
<i>Communications and Engagement</i> .....	56
<i>Transportation</i> .....	56
<i>Procurement</i> .....	56
<b>APPENDIX F: RICK HANSEN FOUNDATION ACCESSIBILITY CERTIFICATION .....</b>	<b>57</b>
OVERVIEW OF RHFAC .....	57
RHFAC CATEGORIES.....	57
CERTIFICATION PROCESS AND LEVELS .....	57
COST CONSIDERATIONS TO APPLY RHFAC STANDARDS TO NEW BUILDINGS .....	58
COST OF AN RHFAC RATING .....	58

## ACRONYMS

AAP	Whistler Accessibility Action Plan
ABCA	<i>Accessible British Columbia Act</i>
ACA	<i>Accessible Canada Act</i>
ADHD	Attention Deficit Hyperactivity Disorder
AIC	Accessibility and Inclusion Committee, RMOW
aMTB	Adaptive Mountain Bike
AODA	<i>Accessibility for Ontarians with Disabilities Act</i>
ASL	American Sign Language
B.C.	British Columbia
BCBC	British Columbia Building Code
CART	Communication Access Real-time Transcription
CMIST	Communication, Medical, Independence (functional), Supervision and Transportation
CRPD	Convention on the Rights of Persons with Disabilities
CSA	Canadian Standards Association
DRIVE	Diversity, Respect, Inclusion, Values, Equity Working Group, RMOW
EV	Electric Vehicle
FCM	Facility Construction Management, RMOW
GFA	Gross Floor Area
HR	Human Resources Department, RMOW
IT	Information Technology Department, RMOW

MAC	Whistler Mature Action Community
MPSC	Meadow Park Sports Centre
MUSCC	Measuring Up Select Committee of Council (now AIC), RMOW
NBC	National Building Code
OBC	Ontario Building Code
OCP	Official Community Plan, RMOW
PWDs	Persons with Disabilities
RFP	Request for Proposal
RHFAC	Rick Hansen Foundation Accessibility Certification™
RMOW	Resort Municipality of Whistler
TW	Tourism Whistler
UBCM	Union of BC Municipalities
UD	Universal Design
VANOC	Vancouver Organizing Committee for the 2010 Olympic and Paralympic Games
WAPAG	Whistler Accessibility Project Advisory Group
WCC	Whistler Chamber of Commerce
WCSS	Whistler Community Services Society
WHA	Whistler Housing Authority

# Section 1: Introduction



## SECTION 1: INTRODUCTION

Everyone benefits from accessibility and inclusion. People’s abilities are in a constant state of change, whether this is recovering from a broken leg, managing age-related sensory deterioration, learning to walk, or simply dealing with the temporary inconvenience of walking with ski boots on.

The purpose of the Whistler Accessibility Action Plan (AAP) is to provide actions that identify, remove and prevent barriers to individuals in or interacting with the Resort Municipality of Whistler (RMOW). These actions further the RMOW’s efforts to make its workplace, services and built environment accessible and welcoming to people of all ages and abilities. This AAP also enables the RMOW to meet the requirements of the *Accessible British Columbia Act* (ABCA), which came into force for municipalities in British Columbia (B.C.) on September 1, 2022.

The actions are intended to educate staff, provide them with assessment tools, and identify, eliminate and prevent barriers. These actions will be pursued as resources permit and as opportunities arise, and will be adjusted as new information becomes available.



*Figure 1: The rear view of an adaptive cyclist using a gravel trail in the lush green forest following two other cyclists in the background. Photo courtesy of Spinal Cord Injury BC.*

## Commitment to Accessibility

On September 6, 2022, RMOW Council endorsed this AAP as well as the following commitment to accessibility:

*The Resort Municipality of Whistler is committed to working inclusively and collaboratively to provide equitable treatment to people with disabilities regarding the use and benefit of municipal services, programs, employment, goods and facilities in a manner that respects their dignity and that is equitable in relation to the broader public. The resort community also strives to continue to provide residents and visitors from around the world, regardless of age, ability or identity, with a seamless resort experience based not only on accessibility, but also on inclusivity. The Resort Municipality of Whistler will continue to work with the community and endeavor to allocate appropriate resources toward the identification, elimination and prevention of accessibility barriers.*

## Definitions

For the purposes of the APP, the RMOW defines the subsequent terms as follows:

<b>accessibility</b>	Having programs, services and environments that enable everyone to participate fully in society without barriers. <sup>1</sup>
<b>accommodation</b>	The employer's responsibility under the B.C. <i>Human Rights Code</i> to tailor the workplace to meet the needs of the individual employee. <sup>2</sup> The purpose of accommodation is to provide inclusion, equitable treatment and dignity for all employees.
<b>barrier</b>	Anything that hinders the full and equal participation in society of a person with an impairment. <sup>3</sup>
<b>disability</b>	An impairment whether permanent, temporary or episodic in nature, or evident or not. An impairment, in interaction with a barrier, hinders a person's full and equal participation in society. <sup>4</sup>
<b>types of impairments</b>	<b>Intellectual</b> impairments are significant reductions in a person's ability to understand new or complex information and to learn and apply new skills. Intellectual impairments result in a reduced ability to cope independently (impaired

<sup>1</sup> Government of Canada (Employment and Social Development Canada), "Towards an Accessible Canada", modified 2022-06-01, <https://www.canada.ca/en/employment-social-development/programs/accessible-canada.html>.

<sup>2</sup> Government of B.C., "Managing Employee Accommodation in the Workplace", modified 2019-04-23, <https://www2.gov.bc.ca/gov/content/careers-myhr/managers-supervisors/employee-labour-relations/managing-accommodation>.

<sup>3</sup> *Accessible British Columbia Act*, SBC 2021, C 19, <https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019>.

<sup>4</sup> Government of Canada (Employment and Social Development Canada), "Summary of the Accessible Canada Act", modified 2020-11-20, <https://www.canada.ca/en/employment-social-development/programs/accessible-people-disabilities/act-summary.html#h2.02>.

social functioning). These impairments begin before adulthood and have lasting effects on development.<sup>5</sup>

**Mental** illness is the reduced ability for a person to function effectively over a prolonged period of time. This is for a number of reasons including: significant levels of distress; changes in thinking, mood or behaviour; feelings of isolation, loneliness and sadness; and feelings of being disconnected from people and activities.<sup>6</sup>

**Neurocognitive** disorders are a wide range of disorders that affect the brain. These feature acquired cognitive decline in one or more cognitive domains. These disorders may result in issues with thinking, reasoning, memory and problem solving.<sup>7</sup>

**Neurodivergent** is a non-medical term to describe people whose mind functions in ways that diverge significantly from the dominant societal standards of “normal.”<sup>8</sup> These individuals may or may not be diagnosed with a medical condition or identify as having a disability. Neurodivergence can be either genetic and innate or produced by brain-altering experiences, or some combination of the two. People may also have neurocognitive functioning that diverges in multiple ways, which would be described as multiply neurodivergent.

**Physical** impairments may result in disabilities that affect mobility, flexibility, dexterity and pain.

**Sensory** impairments may result in disabilities that affect a person’s ability to see or to hear.

## Framework Guiding the Accessibility Action Plan

The AAP builds on global, national, provincial and Whistler specific actions to promote and support accessibility. Appendix A provides details on these contexts, with a focus on the efforts to promote accessibility in Whistler.

The AAP particularly builds on the B.C. legislation focused on accessibility and on the policy direction within Whistler’s Official Community Plan (OCP). The following subsections discuss the provincial legislation and OCP.

### Accessible British Columbia Act

The ABCA was enacted in June 2021 and initially the accessibility planning requirements only applied to provincial government organizations.

The *Accessible British Columbia Regulation* under the ABCA came into force on September 1, 2022. These regulations identify municipalities as accessible organizations. As accessible organizations, municipalities will be required to have the following by September 1, 2023:

1. An accessibility committee;
2. An accessibility plan; and

<sup>5</sup> University of Hertfordshire, “About Understanding Intellectual Disability and Health”, *Intellectual Disability and Health*, (n.d.), <http://www.intellectualdisability.info>.

<sup>6</sup> Government of Canada, “About Mental Illness”, modified 2017-09-15, <https://www.canada.ca/en/public-health/services/about-mental-illness.html#a1>.

<sup>7</sup> Medical News Today, “What is Dementia (Neurocognitive Disorder)”, modified 2017-09-22, <https://www.medicalnewstoday.com/articles/314850>.

<sup>8</sup> Nick Walker, “Neurodiversity: Some Basic Terms & Definitions”, *Neuroqueer*, (n.d.), <https://neuroqueer.com/neurodiversity-terms-and-definitions>.

3. A tool to receive feedback on accessibility.

These requirements, and the RMOW's ability to meet them before September 2023, are discussed below.

### ***Accessibility Committee***

Under the ABCA, an accessibility committee must be established to assist the municipality to identify barriers and advise on how to prevent barriers to individuals in or interacting with the organization. Also, the selection of accessibility committee members must, to the extent possible, be in accordance with the following goals:

- At least half the members are persons with disabilities (PWDs), or individuals who support or are from organizations that support PWDs;
- Members reflect a diversity of PWDs;
- At least one member is an Indigenous person; and
- Members reflect the diversity of persons in B.C.

The RMOW already meets the requirement to have an accessibility committee. In 2009, RMOW Council established the Measuring Up Select Committee of Council (MUSCC), today known as the Accessibility and Inclusion Committee (AIC). The AIC's purpose is to work collaboratively to assess and improve community accessibility and inclusion focusing on the experiences of PWDs, but encompassing the whole community. The AIC also provides advice to Council on strategies to reduce social, physical and sensory barriers that prevent people from fully participating in all aspects of community life. PWDs are an active part of this work.

The RMOW also already meets the membership requirements for accessibility committees. The AIC includes four non-voting members consisting of one Council member and three RMOW staff. In addition, the AIC includes 11 voting members, representing Whistler's major partners as well as business and community interests, as follows:

- One representative from the Senior Leadership Team of Whistler Blackcomb (Vail Resorts);
- One representative from the Squamish Lil'wat Cultural Centre;
- One representative from Tourism Whistler (TW);
- One representative from the Whistler Adaptive Sports Program (Whistler Adaptive);
- One representative from the Whistler Chamber of Commerce (WCC);
- One representative from the Whistler Community Services Society (WCSS);
- One representative from the Whistler Hotel Association;
- Two representatives from the Whistler Mature Action Community (MAC); and
- Two members-at-large from the community, representing people with various disabilities and levels of disability.

### ***Accessibility Plan***

According to the ABCA, the accessibility plan must identify, remove and prevent barriers to individuals in or interacting with the organization and be updated at least once every three years. Also, in developing the accessibility plan the municipality must consult with the accessibility committee and when updating the plan must consider public feedback.

The development of this AAP satisfies the ABCA requirement for the RMOW to have an accessibility plan. Section 2 discusses the RMOW's application of the ABCA principles for the development of accessibility plans, along with the role of the AIC and public consultation in the development of the AAP.

### ***Public Feedback Tool***

The ABCA requires that a process must be established for receiving comments from the public on the organization's accessibility plan and barriers to individuals in or interacting with the organization.

The public can reach the RMOW Accessibility Coordinator via email ([planning@whistler.ca](mailto:planning@whistler.ca)) or phone (604-935-8170) to provide comments regarding the AAP and barriers to individuals in or interacting with the RMOW.

Once the AAP is in place, it will further satisfy this ABCA requirement. The AAP specifies a number of actions in Section 3 related to collecting public feedback and monitoring Whistler's performance at serving PWDs to better understand accessibility challenges and barriers. Actions include adding accessibility related questions into existing surveys, developing a new survey specific to accessibility performance and creating a feedback channel to improve reporting of accessibility barriers related to municipal facilities, services, programs, events and public spaces.

## Whistler Official Community Plan

The vision within Whistler's OCP embodies the RMOW's overall commitment to accessibility. The 'inclusive' vision characteristic expresses that residents and visitors of all ages, identities, abilities and incomes are welcome and included. The 'conduct' vision characteristic articulates that everyone is treated with fairness, respect and care. In addition, the 'participation' vision characteristic expresses that people are able to meaningfully participate in community decisions, collaborating to achieve the community vision.

Following the vision's direction, the OCP has five goal statements that relate to accessibility and inclusion. These goals are as follows:

- 5.3. Promote a diversity of housing forms, tenures, residential uses and densities to support the resort community's needs.
- 8.4. Encourage and strengthen a culture of inclusion and diversity.
- 8.8. Ensure Whistler is an inclusive and accessible resort community.
- 9.5. Continue to maintain, improve and provide a diverse variety of high quality and affordable recreation and leisure amenities and experiences.
- 11.1. Provide a quality travel experience for all visitors, employees and residents, and promote a culture of safety and accessibility for pedestrians, cyclists and motorists.

These goals are further refined by their associated objectives and policy statements. The objectives speak to adaptability, Universal Design (UD) principles, inclusion and accommodating everyone through their life stages. The specific objectives and policies related to accessibility are included in Appendix B.



Figure 2: Two seniors, a male and a female, in face masks sitting on a bus. The female is reading and the male is using his phone.

# Section 2: Project Methodology



## SECTION 2: PROJECT METHODOLOGY

The following key stakeholders were involved in the development of the AAP: RMOW staff responsible for accessibility functions; the AIC; the Whistler Housing Authority (WHA); and the Whistler community.

The AAP was developed in two key phases: 1) the initial research phase; and 2) the consultation phase. The following subsections discuss these two phases.

### Initial Research

The initial research involved key steps:

1. RMOW staff reviewed the state of accessibility legislation, standards, policies, plans and best practices within Canada, the United States, Europe and elsewhere. The sources that were considered during this review are presented in Appendix C.
2. RMOW staff reviewed existing RMOW bylaws, policies, plans and accessibility initiatives in current department work programs.
3. RMOW staff analyzed the information gathered in steps 1 and 2 to determine the common themes and specifications that should be considered in the development of the actions. Key municipal staff were engaged in a review of the common themes to ensure their relevance and completeness, and staff feedback was integrated into the common themes. The results of the common themes analysis are presented in Appendix D.
4. Preliminary actions were developed based on best practices research, the common themes, initial AIC input, staff input and RMOW Accessibility Coordinator knowledge.

### Overall Framework

The overall framework for the AAP was developed as part of the initial research phase. To organize the actions, staff looked to define focus areas that reflect the commonality in the accessibility needs of Canadians living with disabilities. To define these focus areas, staff considered the seven focus areas of the *Accessible Canada Act (ACA)* and the standards areas within the ABCA under which the Lieutenant Governor in Council may make regulations (see adjacent text box).

After considering RMOW functions, the ACA focus areas and the ABCA standards areas, the following AAP action areas were developed:

- Improve Inclusive Service Design and Delivery;
- Enhance Built Environment Accessibility;
- Continue Equitable Employment Practices;
- Foster Accessible Communications and Engagement;
- Reduce Transportation Barriers; and
- Support Accessible Procurement.

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#### *ACA Focus Areas*

*Service design and delivery*

*Built environment*

*Employment*

*Information and communications technologies*

*Communications and engagement*

*Transportation*

*Procurement*

#### *ABCA Standards Areas*

*Employment*

*Delivery of services*

*Built environment*

*Information and communications*

*Transportation*

*Health*

*Education*

*Procurement*

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As the ACA was enacted in advance of the ABCA and the development of the AAP action areas, the research outputs in Appendices C and D are organized according to the ACA focus areas.

### Accessible British Columbia Act Principles

As of September 1, 2023, the ABCA requires municipalities to consider the following principles when developing and updating accessibility plans: inclusion; adaptability; diversity; collaboration; self-determination; and UD. The following table discusses how these principles were used to develop the AAP:

<p><b>inclusion</b></p>	<p>Inclusion means making social and physical environments open to all human beings, regardless of age, gender, disability, race, religion, etc.</p> <p>Accessibility without incorporating inclusion allows a mitigation effort to be made without considering the social implications. For example, retrofitting a ramp to a back entrance would not allow an individual using a mobility device to enter through the main entrance with everyone else. This extends to service and communication provisions that respect and allow PWDs the choice of how they communicate and that individuals feel included by seeing themselves represented in society and in promotional images.</p> <p>The AIC has been an active part of creating and refining the actions within the AAP. The AIC is comprised of a cross section of PWDs or people who work with PWDs. The gender balance of the committee tends to be between 60%-75% of people who identify as female, depending on which representatives each partner organization sends to the committee meetings.</p> <p>The AAP has been designed to address all aspects of municipal and public facilities, spaces, services, communications and events with an inclusionary lens. This means that consideration has been given to mobility, sensory and neurocognitive disabilities as well as the intersectionality with gender identity.</p>
<p><b>adaptability</b></p>	<p>Adaptability often refers to home design, which will accommodate lifestyle changes, including reduced ability, without the need to substantially modify the existing structure. This means that the space is readily adjustable and retro-fitable. In terms of service, adaptability means that the service provided can be adjusted to meet the needs of someone requiring some additional support or alternate format.</p> <p>Adaptability has been incorporated into multiple aspects of the AAP. This includes actions that move the RMOW towards having: sufficient adapted recreation programming for seniors; print materials that are readable by screen readers; self-guided tours that can meet the needs of people with vision impairments; a seniors housing policy that includes adaptable design features; municipal recruitment processes that include information on if adaptations are available for the posted position; more accessible communication and engagement tools; and conferencing software that can provide real-time captioning.</p>
<p><b>diversity</b></p>	<p>Diversity refers to different characteristics in a group of people. This could include ethnicity, gender, gender identity, disability, culture, income and countless other domains.</p> <p>Similar to the discussion about ‘inclusion’ above, the AIC was integral in establishing and refining the AAP actions. As stated above, AIC membership has a</p>

	<p>larger percentage of members who identify as female. Also, all members have diverse backgrounds and the committee includes Indigenous representation.</p> <p>Diversity is reflected in a variety of AAP actions including: training staff to understand different disabilities and the neurodiversity paradigm; assessing people’s diverse needs during emergency events through a functional needs assessment process; mapping to identify the location of washroom types, sensory friendly spaces and accessible infrastructure throughout Whistler; producing “know before you go” videos for municipal programs and facilities so PWDs can prepare in advance according to their needs; creating staff guidelines related to appropriate and respectful language, neurodiversity terms and definitions, identity-first language, and images that convey independence instead of dependence; and monitoring and assessing the demand for accessible transportation and advocating for corresponding increases in supply.</p>
<b>collaboration</b>	<p>Collaboration is the action of two or more people working together to produce something.</p> <p>The RMOW developed the AAP in collaboration with input from various departments, external stakeholders (TW, Whistler Blackcomb, WCC and WHA), the AIC, and the public.</p> <p>AAP implementation will depend on collaboration between RMOW departments and community groups. Public feedback will continue to play an important role in monitoring the implementation of the plan and future plan updates.</p>
<b>self-determination</b>	<p>Self-determination refers to the concept that each person has the ability to make their own choices and manage their own lives. It relates to “Nothing About Us Without Us”, which refers to the principle that PWDs are an active part of the decision-making about participation and equalization of opportunities for PWDs.</p> <p>The AIC contributions to this plan align with the “Nothing About Us Without Us” principle by having PWDs and those working with PWDs actively participate in the decision-making that will identify, remove and prevent barriers. The AIC will continue to be key in reviewing progress reports on the AAP and providing further feedback on priorities for the plan.</p> <p>The public engagement was widely advertised through various social media channels, the local newspaper as well as direct outreach to various organizations that work directly with PWDs. Through these efforts, the RMOW sought to reach as many individuals as possible to provide their feedback and ideas on accessibility actions that may affect them directly.</p> <p>Additionally, staff training is a key element to staff understanding how to work with PWDs and how to reduce assumptions and engage with PWDs on meeting their needs and understanding how they want to be identified.</p>
<b>universal design (UD)</b>	<p>UD aims to ensure that the design of products and environments are usable by all people, to the greatest extent possible, without the need for adaptation or specialized design. The seven principles<sup>9</sup> of UD are: Equitable Use; Flexibility in Use;</p>

<sup>9</sup> North Carolina State University (The Centre for Universal Design), “The Principles of Universal Design”, modified 1997-04-01, [https://projects.ncsu.edu/ncsu/design/cud/about\\_ud/udprinciplestext.htm](https://projects.ncsu.edu/ncsu/design/cud/about_ud/udprinciplestext.htm).

Simple and Intuitive Use; Perceptible Information; Tolerance for Error; Low Physical Effort; and Size and Space for Approach and Use.

UD is an important concept in Whistler's OCP. It addresses: promoting a diversity of housing; encouraging and strengthening a culture of inclusion and diversity; ensuring Whistler is an inclusive and accessible resort community; providing recreation and leisure services and amenities catering for a range of abilities; providing a quality travel experience for everyone; and promoting a culture of safety and accessibility for pedestrians, cyclists and motorists.

The AAP seeks to make all public municipal facilities, spaces, services and events universally accessible to everyone. This extends through all of the staff training, assessments, surveys and building standards recommended by this plan.

## Community Engagement

The RMOW retained the Whistler Centre for Sustainability to assist with the community engagement phase.

On April 6, 2022, the AIC provided action ideas based on themes/categories within each AAP action area. These ideas were classified as: already in progress; already in the AAP; added to the AAP; or rejected with a rationale that was reported back to the AIC. All new actions were added to the preliminary draft action plan.

On May 4, 2022, the AIC reviewed the preliminary draft actions. The AIC provided a satisfaction rating on each of the action areas and added additional feedback. The draft actions were refined based on AIC input.

From May 5 to May 17, 2022, there were key partner meetings with the WCC, TW, WHA and Whistler Blackcomb to review any actions related to their business. Their input further refined the draft actions.

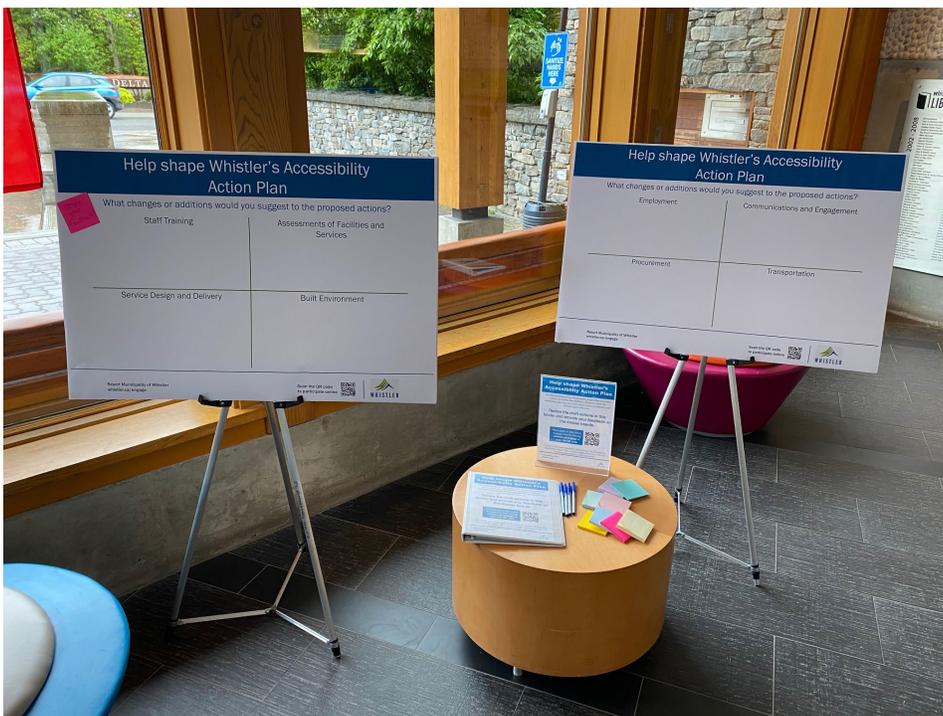


Figure 3: Photo showing printed idea boards on easels in the foyer at the Whistler Public Library.

Community input was sought from June 9 to June 30, 2022. The online engagement platform *Engage Whistler* was used and there was an in-person display at the Whistler Public Library. One-to-one phone interviews were also available for anyone needing assistance. The engagement summary is in Appendix E. The draft actions were again refined based on public input.

The updated AAP draft was shared with AIC members to provide final comments by August 15, 2022. AIC member input was collected through an online worksheet, emails and one-on-one phone interviews. The WHA was also engaged for final feedback.

# Section 3: Actions and Implementation



## SECTION 3: ACTIONS AND IMPLEMENTATION

The actions are ideas for specific projects/initiatives that will be considered to advance accessibility in Whistler. Apart from the general actions category at the start of this section, the recommended actions are framed by the AAP action areas. The general actions, including the training and assessment schedules, will also help to advance each of the six action areas.

Implementing the AAP will require commitment and contributions by a number of RMOW departments and community partners. Where applicable, a “lead” is identified to champion the action.

As noted above, actions will be pursued as resources permit and as opportunities arise, and will be adjusted as new information becomes available. Where possible, actions should be integrated into RMOW ongoing operations and new initiatives. Where applicable, a recommended starting date is specified.

Implementation progress of the AAP will be reviewed by RMOW staff and reported on annually to the AIC and Council. This will inform the RMOW strategic planning and annual budgeting processes.

The AAP should be reviewed and updated at least every three years. This should include an evaluation of the most recent performance data and an assessment of current opportunities.



*Figure 4: An adaptive skier and ski guide skiing on a cloudy winter day. Photo courtesy of Whistler Adaptive.*



## General Actions

The actions below will help to advance all six AAP actions areas, which are presented after the general actions. Details related to training and assessments (including timelines and leads) are outlined in the ‘schedules’ following this table.

Category	Action	Lead
Staff training	Regularly train relevant managers, supervisors and staff on accessibility and removing barriers for PWDs and neurodivergent people according to the initial and ongoing training schedule below	Many departments as per training schedule
	Annually review and update the training types and schedule below to ensure training needs are evolving with new information and best practices, and to keep the content fresh for those being retrained	Policy Planning Multiple departments as per training schedule
	Share staff training resources with the WCC, TW, WCSS, Whistler Blackcomb and other organizations, and encourage them to train their staff	Policy Planning
Assessments of existing locations, systems, etc.	Develop the forms/procedures to enable staff to conduct comprehensive and consistent assessments of municipal and public facilities, spaces, services, communications and events, and to consider application of accessibility best practices <i>This includes determining the demand for these programs and services and then assessing whether the demand is being met</i>	Policy Planning
	Using the assessment forms developed, conduct assessments of municipal and public facilities, spaces, services, communications and events according to the assessment schedule below	Multiple departments as per assessment schedule
	Implement priority improvements according to the assessments and resourcing considerations	Department managers as per assessment schedule
	Monitor accessibility-related feedback from the public and PWDs, including survey data, and use it to inform the assessments	Policy Planning Communications

### Training Schedule

Staff training is important for the implementation of the AAP and ongoing efforts to achieve and maintain an accessible and inclusive community.

The RMOW identified and explored a number of resources for training programs. Ontario developed one of the most complete training programs in Canada for implementation of the *Accessibility for Ontarians with Disabilities Act (AODA)*. As these Ontario resources are the best available modules, they are included below.

The RMOW recognizes that it is operating in a different regulatory framework and these modules may need to be prefaced that some of the mandatory requirements of the AODA are not required in B.C., but could be considered best practices. Should training modules specific to B.C. be produced, then these training modules would be utilized in lieu of those listed below. Any additional changes to B.C. provincial accessibility standards will be used and incorporated into the training and assessment schedules and staff resources.

Staff / department	Training type and time estimates	Initial training	Update frequency
All new or reassigned employees	Provide all new or reassigned employees appropriate accessibility training modules in their orientation package	2023	Ongoing
Frontline (front desk, Village Hosts, program delivery, Meadow Park Sports Centre (MPSC) trainers, Protective Services)	<a href="#">Customer Service Training</a> (approx. 30-40 mins) on serving PWDs, including awareness, access, operation of adaptive equipment at specific locations and awareness of customer feedback channels <a href="#">Conflict Resolution Training</a> (approx. 30 mins) <a href="#">Neurodiversity Paradigm Article</a> (approx. 20 mins) <a href="#">Identity-first Language Article</a> (approx. 10 mins)	2022	Annually
Festivals and events staff	<a href="#">Customer Service Training</a> (approx. 30-40 mins) on serving PWDs <a href="#">Neurodiversity Paradigm Article</a> (approx. 20 mins) <a href="#">Identity-first Language Article</a> (approx. 10 mins)	2022	Annually
Human Resources (HR), managers and supervisors from all departments	<a href="#">Employment Standard Module</a> (approx. 15 mins) <a href="#">Neurodiversity Paradigm Article</a> (approx. 20 mins) <a href="#">Identity-first Language Article</a> (approx. 10 mins) <i>Include explicit training for managers and supervisors on how accessibility and inclusion applies to their staff (approx. 10 mins)</i>	2022	Every two years

Emergency Program Coordinator	<a href="#">Communication, Medical, Independence (functional), Supervision and Transportation (CMIST) Functional Needs Framework Training</a> (approx. 3 hours)	2023 (last offered in 2019)	Every two years
Parks Planning, Village Crew and Facility Construction Management (FCM)	<a href="#">Design of Public Spaces Standard Module</a> (approx. 15 mins)	2022	Every two years
Information Technology (IT)	<a href="#">Information and Communications Standard Module</a> (approx. 20 mins)	2022	Every two years
Communications	<a href="#">Information and Communications Standard Module</a> (approx. 20 mins) Training on RMOW Communications Guidelines (to be developed) (approx. 15 mins)	2022	Every two years
Transit/transportation	<a href="#">Transportation Standard Module</a> (approx. 15 mins) RMOW snow clearing and management considerations (to be developed)	2022	Every two years
Procurement (purchasing staff from all departments)	<a href="#">General Requirements Training Module</a> (approx. 15 mins) <a href="#">Procurement Webinar</a> (approx. 55 mins) on checking that external products are accessible	2022	Every two years

## Assessment Schedule

Location	Initial assessment	Update frequency	Lead
<b>Municipal facilities</b> Including interiors, which includes automatic door openers, reception areas, washrooms, lifting devices and interior wayfinding	2023	Semi-annually To coincide with semi-annual inspections	FCM Village Crew for some washrooms
<b>Village and other public (urban) areas</b> Including walkable and wheelable Village and neighbourhoods, drop-off areas, accessible parking, crosswalks and visibility, paths of	Spring 2023	Semi-annually To coincide with semi-annual inspections	Village Crew and Roads Crew to inspect

travel, seating areas, viewing areas and sensory-friendly spaces			
<b>Parks and trails</b> Including access routes, parking, picnic areas, playgrounds and municipal trails	Spring 2023	Semi-annually To coincide with semi-annual inspections	Parks Staff to inspect
<b>Wayfinding</b> Throughout municipality and including signage, maps, tactile pads, crosswalks and ramps	Spring 2023	Semi-annually To coincide with semi-annual inspections	Resort Operations Crews to inspect
<b>Public transit amenities</b> Including transit stops, access routes, drop-off locations and paths of travel relative to seniors and special needs housing in Rainbow and Cheakamus	2023	Every 3 years	Infrastructure Services
<b>Digital media and tools</b> Including website, social media, meeting software and assistive technology	2023	Annually	IT Communications
<b>Print materials</b> Including contrast, font and readability by screen reading software	2023	Annually	Communications
<b>HR procedures</b> Including job postings and outreach, interview and hiring procedures, training and performance evaluations	2023	Annually	HR
<b>Accessibility information</b> Focusing on centralized sources of accessibility information (e.g., whistler.ca, whistler.com, maps)	2023	Every 2 years	Policy Planning



## Improve Inclusive Service Design and Delivery

Category	Action	Timeline	Lead
Service for PWDs, seniors and	Encourage a local business or organization to offer a guide dog pick-up service from the location of an	2024	Policy Planning

neurodivergent individuals	adaptive activity (e.g., skiing, paddling) when they can't be taken on the activity		
	Create 'know before you go' videos of municipal programs, key facilities, guided tours, accessible routes to the mountain from the accessible parking, and accessible routes to sensory-friendly spaces so members of the public and PWDs can prepare in advance according to their needs; work with TW on those that are visitor related	2023	Policy Planning Communications
	Improve self-guided tours for PWDs, considering such things as additions/modifications to the tours and smart technology solutions (e.g., QR codes, beacon technology, GPS), working with TW	2024	Cultural Planning Parks Planning (wayfinding) IT
Recreation/support programming for seniors	Work with partners to explore the need for and then develop dementia related activities and recreation opportunities accordingly (including how to begin advanced care planning)	2023	MPSC MAC
Adaptive team sports	Encourage Whistler Adaptive to explore opportunities for team court and arena based sport activities	2024	Policy Planning
Feedback on service delivery	Conduct a survey (every 3 years) to track Whistler's performance at serving PWDs and to better understand accessibility challenges/barriers and potential improvements to how people live, work and play	2024	Economic Development & Tourism Recovery Policy Planning
	Encourage TW to include accessibility in guest surveys to track Whistler's performance at serving PWDs and to better understand accessibility challenges/barriers and potential improvements  <i>Include questions related to accommodation, activities and events</i>	2023	Policy Planning
Promoting existing programs	Encourage Sea to Sky Community Services to increase awareness of the Better at Home Program, which is available to support seniors living at home with daily tasks such as snow	2023	Policy Planning

	clearing, grocery shopping and minor home repairs		
Support medical services available in Whistler	Explore options to encourage family doctors to move to and practice in Whistler	TBD	Policy Planning



## Enhance Built Environment Accessibility

Category	Action	Timeline	Lead
New municipal development	Achieve Rick Hansen Foundation Accessibility Certification™ (RHFAC) (60-79% level) for all new municipal facilities and pedestrian environments	Fall 2022	FCM Policy Planning
Housing – general	Integrate accessibility into the RMOW Housing Needs Report and aim to increase the number and type of accessible employee housing units accordingly; include assessing the need for supportive housing for local neurodivergent adults and/or adults with a cognitive disability  <i>Should demand be greater than what can be met by new units, consideration will be given to modifying existing units</i>	2024 or whenever the next assessment is conducted	Planning Economic Development & Tourism Recovery WHA
	Explore and establish incentive mechanisms and standards to guide housing development and renovations to meet the need for accessible housing	Spring 2024	Planning
Housing – employee	Update Seniors Housing Policy to address specific aging-in-place features for all seniors housing units	Spring 2023	Policy Planning
	Ensure that waitlist members with disabilities can be housed in accessible units when it is their turn for housing	Fall 2023	Policy Planning WHA
Housing – private	Investigate existing accessibility retrofit programs	2024	Policy Planning
	Increase public awareness of the accessibility retrofit subsidy (i.e., <a href="#">BC</a>	2024	Policy Planning Communications

	<a href="#">Rebate for Accessible Home Adaptations</a> )		
Tourist accommodation	Encourage TW and the Whistler Hotel Association to provide up-to-date information on whistler.com about accessible and inclusive tourist accommodation providers and their inventory	2023	Policy Planning
Washrooms and infrastructure	Compile information on all public washroom facilities and integrate into GIS map <i>Information should include hours of operation and type of washroom (gender, universal, accessible, family, change table, etc.)</i>	Summer/Fall 2022 GIS integration 2023	Parks Planning Village Crew FCM Policy Planning IT
	Compile information about accessible infrastructure provided in parks, at pedestrian crossings, and in neighbourhoods outside of the Village and integrate into accessibility GIS map <i>Note: Already in progress for Village areas</i>	2022-2023	Parks Planning Village Crew Policy Planning IT
Trails	Code the Valley Trail according to gradients/level of difficulty, integrating this information into the accessibility GIS map	Spring 2023	IT
	Pursue some existing off-road trails for adaptive mountain biking (aMTB) by applying LiDAR imaging to identify those best suited for aMTB use, upgrading them as needed, integrating the information into the accessibility GIS map, and rating the trails using the same trail rating standards used by the Whistler Blackcomb Bike Park for consistency	2023-2024	Parks Crew Village Crew Policy Planning IT
	Consider revisions to the draft e-mobility device policy to allow the use of e-assist devices by PWDs on trails that otherwise restrict these devices	Summer 2023	Parks Planning
Pavers in Village	Consider changing the 'universal style' pavers with 'old country stone' and laying in a pattern that flows with direction of travel, as larger areas of pavers need replacing	As rejuvenation takes place	Parks Planning



## Continue Equitable Employment Practices

Category	Action	Timeline	Lead
Recruitment	Update job posting template to improve access for PWDs, including format, language that welcomes all abilities, a clear description of the 'shape of the position'/requirements, and whether adaptations are available	Spring 2023	HR with potential support from Communications
	Increase awareness about employer disability support organizations (e.g., Neil Squire Foundation, Down Syndrome Foundation, CAN Autism Network, Connectra Society, CNIB)	2023	HR
	Consider lived experience when hiring for applicable roles	2023	HR
Employee engagement	Incorporate accessibility into the Employee Engagement Survey to better understand the needs, barriers and satisfaction levels of employees who have a disability, an injury and/or a medical condition	TBD	HR Policy Planning
Accessibility recognition program	Incorporate accessibility into the criteria used to recognize staff service excellence as part of the RMOW Employee Recognition Awards program	TBD	HR
	Encourage the WCC to integrate accessibility training into the Whistler Experience Program	Late 2023	Policy Planning
	Encourage the WCC to incorporate accessibility into the Whistler Excellence Awards, focusing on service provision, the built environment and equitable employment	2024	Policy Planning



## Foster Accessible Communications and Engagement

Category	Action	Timeline	Lead
Accessibility map	Develop a GIS map to present searchable information about Whistler's accessibility amenities and barriers, including washrooms, infrastructure, accessible parking, sensory-friendly spaces and trails  <i>(See Built Environment for actions related to compiling information for the GIS map)</i>	2023	IT
Feedback on accessibility	Create and communicate a feedback channel that easily allows people to report accessibility challenges related to municipal facilities, services, programs, events and public spaces	2023	Communications Policy Planning IT
Annual reporting	Establish and implement an annual reporting process that provides a public update on accessibility action progress and performance related to accessibility indicators	2023	Policy Planning with managers of each RMOW department reporting on accessibility improvements just after budget cycle
Engagement	Explore more accessible communication and engagement tools that can be used regularly or when needed by participants with disabilities	2023	Communications
	Gather accessibility information at time of event registration so participant needs can be accommodated accordingly, including providing either a Communication Access Real-time Transcription (CART) or American Sign Language (ASL) interpreter as needed	2023	Administrative Assistants and Recording Secretaries for departments holding the event
Video conferencing	Research and implement conferencing software that provides automatic captioning	TBD	IT Legislative Services
	Research and implement changes to Council eScribe video meetings to include automatic captioning	TBD	IT Legislative Services

Staff resources	Create an accessibility directory on the Communications SharePoint site that includes guidelines for staff related to appropriate and respectful language, neurodiversity terms and definitions, when to use identity-first language, images that convey independence instead of dependence, image descriptions, accessible PDFs, accessible social media, accessible meetings, etc.  <i>Consideration will be given to sharing staff resources that are not specific to the RMOW with community partners</i>	2023-2024	Communications Diversity, Respect, Inclusion, Values, Equity (DRIVE) Working Group Policy Planning
Destination marketing	Encourage TW to incorporate images that are more inclusive of PWDs into marketing channels	2023	Policy Planning
Whistler Blackcomb promotions	Encourage Whistler Blackcomb to promote their Epic Adaptive Passes, adaptive services and facilities in the adaptive section on <a href="http://whistlerblackcomb.com">whistlerblackcomb.com</a>	2023	Policy Planning



## Reduce Transportation Barriers

Category	Action	Timeline	Lead
Subsidized door-to-door transportation pilot project	Implement the pilot project for residents to use accessible taxis as a subsidized door-to-door transportation service within Whistler like HandyDart service in other communities, and collect data on usage, demand and satisfaction with this service approach and then determine next steps (e.g., whether and how to continue a similar service)	TBD	Infrastructure Services
Accessible taxi usage	Work with accessible taxi service provider to monitor demand and usage by PWDs with mobility disabilities (includes resident and visitor use)	Late 2022	Infrastructure Services

	Explore unmet/unknown demand for accessible taxis and advocate for corresponding increase in supply	Late 2022	Policy Planning
	Based on improved understanding of the unmet demand for accessible transportation service, either explore a community support driver program or consider an accessible ride sharing service	2023	Policy Planning
	Seek to ensure availability of accessible taxi service by licensed operators, consistent with Passenger Transportation Board licensing requirements, through mechanisms such as a reporting system	Early 2023	Policy Planning
Mountain access	Work with Whistler Blackcomb to improve access to mountains for sit skiers	2023	Policy Planning
	Work with Whistler Blackcomb to improve accessibility to primary on-mountain attractions and activities for PWDs	Fall 2022	Policy Planning
Accessible parking	Actively patrol accessible parking space use by those without disabilities and enforce as required <i>Note: Consider Whistler Adaptive request for assistance in particular</i>	Fall 2022	Protective Services
	Distinguish and communicate accessible parking spaces and rates in the parking app currently being investigated	2024	Protective Services Infrastructure Services Policy Planning
	Publicize the training opportunities on the PayByPhone Parking App for those who are unfamiliar with utilizing such an app	Late 2022	Protective Services Whistler Public Library
	Review and update the Zoning Bylaw to address standards and ratios for accessible parking considering best practices	2023	Planning
Active transportation	Develop and deliver an awareness campaign for snow removal contractors about the importance of snow removal	2023	Policy Planning Communications

	in commercial areas, at pedestrian intersections and in accessible parking areas		
	Investigate having pedestrian countdown signals at some intersections including Highway 99 <i>This action will involve identifying the intersections that could benefit from countdown signals</i>	TBD	Infrastructure Services
E-bike and e-mobility device use	Establish a method for PWDs using e-bikes and other e-mobility devices as a mobility aid to identify themselves and be exempt from the Parking and Traffic Bylaw, which does not allow cycling through the Village or certain e-mobility devices to be used on the Valley Trail <i>May require revision to the bylaw to address speed and registration process</i>	2023	Protective Services Policy Planning
	Establish public e-bike charging infrastructure in the Village	2023	Environmental Stewardship Infrastructure Services
Active transportation route information	Develop the system/channel for communicating real-time information about active transportation route changes or closures, which present more significant challenges for PWDs	2024	Parks Planning IT



## Support Accessible Procurement

Category	Action	Timeline	Lead
Procurement Policy	Update the Procurement Policy (Council Policy F-29 2018) to incorporate accessibility into the principles and purchasing responsibilities, and to require justification for not meeting accessibility criteria	2023	Central Services and Policy Planning Review by Communications and Legislative Services
Procurement checklist	Create and apply a procurement checklist that summarizes and simplifies the Procurement Policy	2023	Central Services and Policy Planning

			Review by Communications and Legislative Services
Request for Proposals (RFP) template	Incorporate accessibility features/commitments into the RFP template evaluation criteria	2023	Central Services, Communications and Legislative Services

# Appendices



# APPENDIX A: BACKGROUND

## Introduction

This appendix provides information on how accessibility in Whistler fits within the broader Canadian and B.C. contexts and provides details on relevant policy and legislation. It also provides a summary of relevant past and present RMOW initiatives and projects.

Historically, PWDs were hidden and excluded from society. This stigmatization of disability resulted in social and economic marginalization of generations of PWDs. In Western society, it was not until the end of the First World War that governments began to address some needs and rights of servicemen who had been injured during their time at war. However, even with this recognition from government, there were still years of biased assumptions and harmful stereotypes.

In recent years, there has been an emphasis on increasing diversity, equity and inclusion within the workplace and within the larger community. The United Nations has been instrumental in leading the importance of disability as a global health issue. Of particular importance, in 2006, the United Nations led efforts to adopt the Convention on the Rights of Persons with Disabilities (CRPD). In 2010, Canada ratified the CRPD and described the CPRD as follows:

“The CRPD is an international human rights treaty aimed at protecting the rights and dignity of persons with disabilities without discrimination and on an equal basis with others. Parties to the CPRD are required to promote and ensure the full enjoyment of human rights of persons with disabilities including full equality under the law.”<sup>10</sup>

## Canadian Context and Legislation

Canada-wide, around one in five people had some form of disability in 2017.<sup>11</sup> Nationally, Canadian accessibility legislation started in 1985 where disability was included in the *Canadian Charter of Rights and Freedoms* and in 1986, PWDs were included in the new federal *Employment Equity Act*.

The ACA came into force in 2019, with the overarching goal to realize a barrier-free Canada by 2040. This act applies to federally regulated entities. The ACA has seven focus areas, as discussed in Section 2 above, and was developed based on the following guiding principles:

1. All persons must be treated with dignity regardless of their disabilities.
2. All persons must have the same opportunity to make for themselves the lives that they are able and wish to have regardless of their disabilities.
3. All persons must have barrier-free access to full and equal participation in society, regardless of their disabilities.
4. All persons must have meaningful options and be free to make their own choices, with support if they desire, regardless of their disabilities.

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<sup>10</sup> Government of Canada, “Promoting Rights of Persons with Disabilities”, modified 2020-01-30, [https://www.international.gc.ca/world-monde/issues\\_development-enjeux\\_developpement/human\\_rights-droits\\_homme/rights\\_disabilities-droits\\_handicapees.aspx?lang=eng](https://www.international.gc.ca/world-monde/issues_development-enjeux_developpement/human_rights-droits_homme/rights_disabilities-droits_handicapees.aspx?lang=eng).

<sup>11</sup> Adele Furrie, “The Evolution of Disability Data in Canada: Keeping in Step with a More Inclusive Canada”, Statistics Canada, released 2018-11-28, <https://www150.statcan.gc.ca/n1/pub/89-654-x/89-654-x2018003-eng.htm>.

5. Laws, policies, programs, services and structures must take into account the disabilities of persons, the different ways that persons interact with their environments and the multiple and intersecting forms of marginalization and discrimination faced by persons.
6. PWDs must be involved in the development and design of laws, policies, programs, services and structures.
7. The development and revision of accessibility standards and the making of regulations must be done with the objective of achieving the highest level of accessibility for PWDs.

## Canadian Standards Association

Canadian Standards Association (CSA) B651 Accessible Design for the Built Environment is the basis for accessible design parameters found in many provincial building codes as well as the National Building Code (NBC). It is also the technical standards in the RHFAC program. Much of the CSA B651 has been harmonized with the NBC. In fact, NBC users now have the option to use the CSA B651 rather than the NBC.

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*The CSA Group is a global organization. It is focused on safety, social good and sustainability. They are involved in Standards Development and Testing, Inspection and Certification.*

*CSA Group website, 2022*

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## British Columbia Context and Legislation

In 2017, there were 926,100 people living with disabilities in B.C.<sup>12</sup> This number has likely increased with the aging demographic and the impact of social isolation due to the COVID-19 pandemic, which is having a significant impact on mental health. There is a slightly higher prevalence of women with disabilities. It should also be noted that as the age groups increase in age, they tend to also see an increase in the number of people in each cohort living with disabilities.

## Accessible British Columbia Act

The ABCA was enacted in 2021. The provincial government also established the Provincial Accessibility Committee, which will: build a tool to provide feedback to the government; develop the government's accessibility plan; and develop regulations for prescribing organizations.

The new legislation reflects commitments set out in the CRPD and the principle of “Nothing About Us Without Us”, and will further advance the rights of PWDs. Through this legislation, the B.C. government will develop, implement and enforce accessibility standards with a focus on the following areas: delivery of service; employment; the built environment; information and communication; transportation; health; education; and procurement.

As noted in Section 2, initially the ABCA only applied to provincial government organizations. The *Accessible British Columbia Regulation* came into effect on September 1, 2022 and will require municipalities to meet the requirements of Part 3 of the ABCA by September 1, 2023. These requirements are having an accessibility committee, an accessibility plan and a tool to receive feedback on accessibility.

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<sup>12</sup> Statistics Canada, “Table 13-10-0374-01 Persons with and without disabilities aged 15 years and over, by age group and sex, Canada, provinces and territories”, Ottawa, released 2018-11-28, <https://www150.statcan.gc.ca/t1/tbl1/en/tv.action?pid=1310037401>.

The B.C. government will also focus on making culture changes. This will be done through ongoing accessibility awareness campaigns and by working closely with stakeholders to increase accessibility. The government will report progress annually, with the first independent review taking place after five years.

## British Columbia Building Code

The B.C. Building Code (BCBC) provides the minimum requirements for a safely built environment; this includes accessibility. Typically, the accessibility requirements apply to the public areas of a building and to washroom facilities that are reachable at ground level or by an elevating device. The BCBC has been harmonized with the NBC. It also references about 60% of the CSA B651.

The Building Accessibility Handbook 2020 provides detailed standards and illustrations to help apply accessibility requirements in housing. There is no legislative requirements to follow the handbook. Also, there are no handbook targets for accessible and adaptable housing units. It is incumbent on each municipal government to set the number and type of accessible and adaptable housing units needed within their communities. This is also true for accessible parking provisions. As of 2018, accessible parking standards, including the ratios and locations, became the responsibility of local governments to implement through municipal bylaws.

## Other Provinces

Provincially, Ontario was the first province to introduce specific accessibility legislation in 2005. Other provinces have since followed. To date, six of thirteen provinces and territories have accessibility legislation (B.C., Manitoba, Newfoundland, Nova Scotia, Ontario and Quebec).

## Whistler Context, Initiatives and Projects

Whistler is a relatively young community, both in the age of the municipality (incorporated in 1975) and with the median age of 35.6,<sup>13</sup> which is somewhat lower than the provincial average of 42.8. In 2021, the population was 13,982,<sup>14</sup> with 14% of the population being over 60. By 2028, the percentage of seniors is predicted to exceed the percentage of youth (15 years and younger) in the Howe Sound local health area.<sup>15</sup> This is significant because around 43% of seniors aged 65 and over have a disability.<sup>16</sup>

According to the Whistler Economic Partnership Initiative, there were 2.7 million unique visitors to Whistler in 2015. Consumer spending in Whistler in 2015 was \$1.44 billion, with 85% of that consumer spending generated by visitors. Of this spending, \$559 million was spent by Canadian visitors. We can assume that Canadian visitors with disabilities make considerable contributions to the Whistler economy as Canadians living with a disability spend about 14% of the total consumer market.<sup>17</sup>

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<sup>13</sup> Statistics Canada, “2021 Census of Population”, Statistics Canada Catalogue no.98-316-X2021001, Ottawa, released 2022-02-09, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>.

<sup>14</sup> Statistics Canada, “2021 Census of Population”, Statistics Canada Catalogue no.98-316-X2021001, Ottawa, released 2022-02-09, <https://www12.statcan.gc.ca/census-recensement/2021/dp-pd/prof/index.cfm?Lang=E>.

<sup>15</sup> Provincial Health Services Authority (BC Community Health Data), “Whistler Community Health Profile - Demographics”, (n.d.), <http://communityhealth.phsa.ca/HealthProfiles/HealthReportDemographics/Whistler>.

<sup>16</sup> Statistics Canada, “2011 FDR – Section 1: Defining Seniors with Disabilities”, Ottawa, modified 2013-04-26, <https://www.canada.ca/en/employment-social-development/programs/disability/arc/federal-report2011/section1.html#s1a>.

<sup>17</sup> Conference Board of Canada, “The Business Case to Build Physically Accessible Environments”, 2018-02-23, <https://www.conferenceboard.ca/e-library/abstract.aspx?did=9434>.

The availability of adaptive lessons and an adaptive environment are also integral to attracting people to Whistler. The Whistler Adaptive Sports Program welcomed 634 unique participants and 10 partner organizations in 2021, an average increase of 18.5% from 2018.<sup>18</sup> Typical program participants travel with at least one other person, often more.

## Past and Ongoing Initiatives and Projects

Whistler has a considerable history of initiatives and projects related to accessibility and inclusion. The following table highlights key initiatives since 2001:

Year	Initiative
2001	<ul style="list-style-type: none"> <li>Maury Young Arts Centre was opened as a centre for arts, culture and inspiration. The centre includes automatic door openers, accessible washrooms, an elevator and an FM Hearing loop available for people hard of hearing.</li> </ul>
2003	<ul style="list-style-type: none"> <li>The RMOW conducted an access audit of Whistler Village as part of the bid for the 2010 Olympic and Paralympic Winter Games.</li> </ul>
2004	<ul style="list-style-type: none"> <li>The Whistler Development Corporation partnered with the Vancouver Organizing Committee for the 2010 Olympic and Paralympic Winter Games (VANOC) to develop and deliver facilities for the 2010 Winter Olympic and Paralympic Games. This included the Athletes' Lodge, the Whistler Hostel, an apartment building as well as townhouses and duplexes. The High Performance Centre ground floor was constructed to be accessible and it has an elevator to the second floor. There is some accessible exercise equipment and the High Performance Centre has a covered connection to the Athletes' Lodge with less than a 5% grade.</li> </ul>
2006	<ul style="list-style-type: none"> <li>Through the Whistler2020 process,<sup>19</sup> the Health and Social Task Force recommended development of an Accessibility Strategy to address the deficiencies revealed by the 2003 audit.</li> <li>Whistler became a pilot community for the Measuring Up<sup>20</sup> framework, which is a collaborative process that engages PWDs, local government, the business sector and other community leaders to assess and improve local accessibility and inclusion for PWDs, seniors and the community as a whole. An informal advisory group was formed called the Whistler Accessibility Project Advisory Group (WAPAG). During the ensuing years, efforts focused on delivering action items like addressing accessibility at the main entrance to the Village and creating a wayfinding system.</li> <li>One of the first initiatives recommended by WAPAG was to provide better wayfinding information. The initiative was to specifically create some barrier-free maps and ramp access map signs to be provided at all staircases to direct individuals towards the ramp access to a particular building. The program was revised in 2014 to move some of the ramp access maps that were mounted on stonewalls, which tended to get buried and damaged in snow piles, to municipal light posts with a new collared system.</li> </ul>
2007	<ul style="list-style-type: none"> <li>Municipal Park and Facilities Accessibility Audits were conducted in the summer of 2007. The audits included all eight major municipal parks, which were visited multiple times, in</li> </ul>

<sup>18</sup> Whistler Adaptive Sports Program, "2021 Program Audit Summary" (Whistler: Whistler Adaptive Sports Program, 2021).

<sup>19</sup> Whistler2020 was Whistler's integrated community sustainability plan and highest level policy document. In 2020, it was replaced by Whistler's current OCP.

<sup>20</sup> Government of B.C., "Measuring Up: Accessible and Inclusive Communities", (n.d.), [https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/activeaging/measuring\\_up\\_summary.pdf](https://www2.gov.bc.ca/assets/gov/people/seniors/about-seniorsbc/activeaging/measuring_up_summary.pdf).

	<p>different weather conditions, during special events and at various times of the day to help ensure that a variety of users could be observed utilizing the spaces. The audits revealed among other things that there was a lack of consistency in how accessibility was being addressed on a number of similar park features. As a result of the audits, there was almost a decade's worth of identified accessibility improvements and recommended changes.</p> <ul style="list-style-type: none"> <li>• The Gondola Transit Exchange was redesigned to address the major barrier of going over the training berm to Skiers Plaza.</li> <li>• The WAVE Transit Accessibility Report reviewed the entire public transit system (buses, bus stops, access to bus stops and transit information) and how to make it universally accessible within Whistler.</li> </ul>
2008	<ul style="list-style-type: none"> <li>• The Whistler Public Library was universally designed and boasts a universal computer work station, which includes a height adjustable desk, a rollerball mouse, head tracking software, screen reading software and a large monitor. Additionally, a gentle 5% ramp leads to an accessible entrance with automatic doors, with a reception desk that accommodates wheelchair users. There are also accessible bathrooms, as well as a gender-neutral, accessible family washroom.</li> </ul>
2009	<ul style="list-style-type: none"> <li>• On October 6, 2009, RMOW Council established MUSCC. The WAPAG members formed a transition team to assist with the creation and review of the MUSCC terms of reference. Through this process, it was decided that all major community partners directly dealing with local citizens with disabilities and/or visitors with disabilities should keep each other informed on accessibility and inclusion initiatives and be consistent with the services and information that they are providing. The mandate of MUSCC, and later of AIC, was to work collaboratively to assess accessibility and inclusion focusing on the experiences of PWDs, but encompassing the whole community.</li> </ul>
2010	<ul style="list-style-type: none"> <li>• The RMOW received funding from the Union of BC Municipalities (UBCM) for age-friendly planning. Subsequently, the Social Planning and Research Council of B.C. was retained to plan and deliver an aging-in-place community forum: <i>Whistler Through the Ages</i>.</li> <li>• A Seniors Needs Action Planner joined the WCSS. This coordinator worked with MAC, the RMOW and the WCSS to help produce a resource guide for older adults to let them know what resources were available to allow them to live, move and age comfortably in place. The coordinator also worked in the community to identify issues and help the WCSS design programs to fill the needs of older and aging adults. This position was discontinued in 2015.</li> <li>• Whistler Olympic Plaza was developed to include an Inclusive Playground to enable children and families of all abilities to play together. It features an accessible treehouse, rubberized surfacing, various accessible play elements and tactile experiences.</li> </ul>
2012	<ul style="list-style-type: none"> <li>• Lakeside Park received a UD renovation, which included accessible parking, accessible pathways to accessible floating docks and an accessible water lift for people with mobility disabilities.</li> </ul>
2015	<ul style="list-style-type: none"> <li>• The BC Transit Sea to Sky Transit Future Plan is a 25-year strategic plan that was developed in collaboration with stakeholders including the RMOW. The partners helped shape the final vision statement to represent what the Transit Future Plan aims to inspire. This vision includes ideas that Sea to Sky communities are connected by efficient local and regional public transit networks and that the transit system is safe, convenient, accessible and reliable for residents and visitors of all ages and abilities.</li> </ul>
2017	<ul style="list-style-type: none"> <li>• The Fitzsimmons Accessible Nature Trail opened. This is an 800 metre relatively flat trail that meanders through the forest adjacent to Fitzsimmons Creek. Features include a full</li> </ul>

	<p>interpretive sign program, a variety of viewing opportunities and quiet places to sit and enjoy the experience.</p> <ul style="list-style-type: none"> <li>• Inclusive universal washrooms were highlighted as a priority from the inception of the multi-year washroom strategy to construct three new washroom facilities to meet public demand. Each building has several inclusive/universal/family compartments to help ensure Whistler is safe and welcoming to all visitors. The three washroom facilities at the PassivHaus, Whistler Olympic Plaza and Village Entrance are complete.</li> </ul>
2018	<ul style="list-style-type: none"> <li>• MPSC upgrades were conducted to improve the facility's accessibility. Accessible features include: accessible parking; automatic door openers; an accessible reception desk and area; and an elevator to the second floor weight room and cardio room, which incorporates a hand ergometer and access to weighted pullies. Additionally, there is a universal change room with a height adjustable change table and hand held shower, a pool chair to access the beach access current pool and a lift to access the lap pool. There is also a wheelchair accessible viewing area in the arena area.</li> <li>• MPSC, the Whistler Public Library and Whistler Olympic Plaza received an accessibility rating through RHFAC.</li> </ul>
2019	<ul style="list-style-type: none"> <li>• Transit Action Plan 2019 collated the actions from the summer and winter from 2017 through to 2019. Relevant actions taken included: an additional accessible parking stall at the Conference Centre surface lot; an additional accessible parking stall in Day Lot 5; and PayByPhone becoming a payment option for municipal lots.</li> </ul>
2020	<ul style="list-style-type: none"> <li>• The RMOW OCP was developed to include accessibility and UD within the definitions, goals, objectives and policies.</li> </ul>
2021	<ul style="list-style-type: none"> <li>• The Whistler Age-friendly Needs Assessment and Action Plan Project was carried out by the RMOW, with funding support from UBCM. The project assessed Whistler's current age-friendliness and then developed a plan identifying priorities and potential actions to advance aging-in-place needs and opportunities.</li> </ul>
Ongoing	<ul style="list-style-type: none"> <li>• Development Permits and Development Variance Permits are reviewed for accessibility through the department referral process.</li> <li>• MPSC provides personal trainers to work with members with cancer and cardiac issues, and as doctor referral exercise specialists. Some staff are trained to work with the Whistler Adaptive Sports Program on youth and adult programming. Additionally, MPSC offers seniors specific exercise programs five times per week.</li> <li>• The Whistler Public Library provides access to the National Network for Equitable Library Services and to Accessible Reading BC for people with visual impairments and print disabilities.</li> <li>• The barrier-free map known as the Access Whistler Map identifies barriers, ramp access, accessible parking, accessible washroom facilities and accessible routes throughout the Village (including tactile pads and audible pedestrian signals).</li> <li>• The RMOW website is designed to improve usability and accessibility for site visitors. Developed using Web Content Accessibility Guidelines, the site has incorporated a number of features that serve a variety of user needs.</li> </ul>

## Related Initiatives and Projects

The AAP inherently links to other RMOW projects and initiatives by other stakeholders that relate to Whistler. These projects and initiatives influenced the development of the AAP and will also be important to implementing the actions. These projects and initiatives are as follows:

- ***Whistler Transit Future Action Plan (2022-2027)***

The purpose of the Whistler Transit Future Action Plan is to update transit service and infrastructure recommendations first outlined in the Sea to Sky Transit Future Plan for the local Whistler Transit System. The recommendations in the Whistler Transit Future Action Plan will continue to shape how the local transit system works in Whistler over the following one to five years.

- ***Whistler Custom Transit Feasibility Study***

The feasibility assessment is an action of the Sea to Sky Transit Future Plan that aims to examine custom transit options that could benefit Whistler as the community ages and as travel needs in Whistler continue to diversify. The results will be used to modify the current Whistler Transit System to better serve the needs of Whistler residents and explore the feasibility of introducing a customized transit service in Whistler.

- ***Whistler Let's Move Active Transportation Plan***

The Whistler Active Transportation Plan will include an engagement plan to identify the community's priority strategies and actions to increase the use of active transportation year-round in Whistler. The findings will be incorporated into municipal planning documents, including the OCP, Whistler Transit Future Action Plan, future versions of the AAP, and the budget process.

- ***GIS Mapping of Accessible Infrastructure***

In 2018, the RMOW's Accessibility Coordinator and GIS team began discussions about mapping all of the accessible infrastructure in Whistler Village. The project moved forward with the accessible infrastructure features being captured in the Collector App and a conditions assessment form was created in the Survey 123 App. To date, about 40% of the accessible infrastructure in Whistler Village has been mapped and this is an ongoing project.

- ***Whistler Green Building Policy Update***

In February 2022, Council directed staff to proceed with an update of the RMOW's Green Building Policy. The updated Green Building Policy will include UD as a recommendation in public spaces. The intent of including UD as a recommendation is to reduce: the costs associated with providing numerous disability specific solutions; the costs to retrofit for accessibility; and construction waste going to the landfill.

- ***Whistler Electric Vehicle (EV) Strategy***

Since personal vehicle transportation represents the largest source of greenhouse gas emissions, this sector has been targeted to encourage moving towards low carbon transportation options. The EV Strategy will initiate actions that the RMOW can do to advance the goal of a low carbon future.

The Accessibility Coordinator provided an analysis of best practices and standards for accessible EV charging stations, which looked at standards from across the country, the United States and the United Kingdom. This will ensure that no accessible parking stalls will be repurposed as accessible EV-only charging stations, that the ratio of accessible stations is sufficient and that a consistent design standard is utilized to provide predictable and usability at these locations.

- ***Signage Update Program Adopting Dynamic Wheelchair Icon***

Beginning in the spring of 2022, all municipal accessibility signage will have the International Symbol of Access replaced with the new dynamic wheelchair icon. The new icon will be used whenever the

signage needs replacing. The updated icon exchanges the static image of a person in a wheelchair with a person in a wheelchair in motion. This update puts the person ahead of the disability, reframes the conversation around ability, and promotes access and inclusion for people of all abilities. This will include accessible parking signs and line painting, access ramp signs and accessible washroom signs.

- ***E-mobility Device Policy Review***

The municipal e-mobility device policy will follow the recommendations of the provincial Recreation Sites and Trails BC's allowable exemptions for aMTBs. The draft e-mobility device policy permits aMTB use on all off-road trails where bikes are permitted, including alpine areas and in the Emerald Forest Conservation Area. It also permits aMTB use on all recreational trails located on municipally controlled lands as per the Park Use Bylaw.

- ***Review of Interpretive Signage and Public Art***

In the fall of 2021, discussion began on how the RMOW could improve the experience of the public art and interpretive signage program for people with visual impairments and print disabilities. Further research is being conducted on Braille QR codes and other technology interventions to determine the best solution for not only people with visual impairments but for everyone to find out further information on public art and heritage sites around Whistler.

- ***DRIVE Working Group***

DRIVE is a multi-departmental group whose aim is to promote and support diversity, inclusion and equality in the workplace. RMOW employees from various departments began meeting in 2019 to offer ideas and suggestions for enhancing diversity, inclusion, equity and leadership development and providing a supportive environment for sharing experiences among colleagues.

- ***Accessible Tourism Initiative and Partnership***

In June 2022, Destination BC and Spinal Cord Injury BC entered a partnership to support the long-term growth of accessible tourism in the Vancouver, Coast and Mountain Region, which includes the Sea to Sky. This will include in-person assessments of tourism businesses in the region. These businesses will then have their accessibility listing on the HelloBC.com consumer trip-planning website. This will allow visitors to easily search for accessible accommodations, attractions and activities.

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*“As part of our government’s commitment to accessibility and inclusivity, we are working to ensure tourism in BC is better able to meet the needs of those with varying abilities and aging visitors upholding our values of diversity, equality and inclusion.”*

*The Honourable Lisa Beare, Minister of Tourism, Arts and Culture*

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Destination BC's strategic framework and action plan, [\*Towards an Inclusive and Accessible British Columbia Tourism Industry\*](#), identifies the need to leverage current inclusive offerings, grow B.C.'s capacity and promote B.C. as an inclusive destination.

- ***Invictus Games***

In April 2022, Prince Harry, The Duke of Sussex, Founding Patron of the Invictus Games Foundation, announced that Vancouver and Whistler were awarded the Invictus Games 2025, in partnership with True Patriot Love Foundation. The Invictus Games is an international sporting event for wounded, injured and sick service personnel and veterans. The Invictus Games 2025 will bring together over 500 competitors from more than 20 nations to compete in adaptive sports, including new winter sports; currently there will be 550 competitors from 23 nations.

## APPENDIX B: ACCESSIBILITY POLICY IN WHISTLER'S OCP

The AAP actions help to advance the policy direction related to accessibility in the RMOW's OCP. The following tables list the goals, objectives and policies specific to accessibility with Chapters 5, 8, 9 and 11 of the OCP.

### Chapter 5: Land Use and Development

Goals	Objectives	Policies
5.3. Promote a diversity of housing forms, tenures, residential uses and densities to support the resort community's needs.	5.3.1. Encourage flexibility and adaptability in residential land uses.	5.3.1.1. Encourage residential neighbourhood and building design to meet Universal Design standards and best practices.

### Chapter 8: Health, Safety and Wellbeing

Goals	Objectives	Policies
8.4. Encourage and strengthen a culture of inclusion and diversity.	8.4.1. Encourage opportunities for interaction, understanding and sharing between residents and visitors.	8.4.1.2. Provide opportunities to be welcoming, inclusive and supportive of all ages, genders, gender identities, abilities, cultures and religions at community events and activities.
8.8. Ensure Whistler is an inclusive and accessible resort community.	8.8.1. Encourage and promote Universal Design principles in the development and maintenance of Whistler's built environment.	8.8.1.1. Encourage development and redevelopment to implement Universal Design principles. 8.8.1.2. Encourage recreation activity operators to implement Universal Design principles. 8.8.1.3. Promote land use patterns, transportation routes and community facilities, amenities and spaces that meet the needs of an aging demographic.
	8.8.2. Create a positive resort experience for people of all ages and abilities.	8.8.2.1 Collaborate with community partners to monitor and evaluate the needs of residents and visitors with disabilities and work collectively to adapt programs, the built environment and the overall resort experience to meet these needs.

## Chapter 9: Learning, Culture and Recreation

Goals	Objectives	Policies
9.5. Continue to maintain, improve and provide a diverse variety of high quality and affordable recreation and leisure amenities and experiences.	9.5.1. Maintain a variety of recreation and leisure amenities.	9.5.1.3. Public space is accessible and suitable to a range of ages, abilities and income levels.
	9.5.3. Ensure that an appropriate range of recreation and leisure amenities and services is available to residents and visitors.	9.5.3.4. Continue to provide recreation and leisure services and amenities catering to a broad range of knowledge, skills and abilities.

## Chapter 11: Transportation

Goals	Objectives	Policies
11.1. Provide a quality travel experience for all visitors, employees and residents, and promote a culture of safety and accessibility for pedestrians, cyclists and motorists.	11.1.1. Maintain and improve safety on Highway 99 to and from Whistler and on all roads within Whistler.	11.1.1.1. Collaborate with the provincial government to maintain and enhance the safety and reliability of Highway 99 in all areas, including effective snow clearing and removal, access management, active transportation, land use, pollution (noise and environmental) and environmental impacts.
		11.1.1.2. Work with resort community stakeholders to promote road safety with residents and visitors.
		11.1.1.3. Reduce conflicts between all types of users, including pedestrians, cyclists, persons with disabilities and other forms of active and personal transportation.
		11.1.1.5. Improve wayfinding for all modes of transportation.
	11.1.2. Continually improve the accessibility of the transportation system.	11.1.2.4. Maintain roads and priority sections of the Valley Trail for year-round use.
		11.1.2.6. Eliminate barriers to those with mobility challenges through the design of transportation infrastructure, such as sidewalk curbs, intersections and parking lots.
		11.1.2.7. During construction and maintenance activities, ensure the needs of pedestrians, cyclists and those with mobility challenges are given equal consideration to the needs of those using motor vehicles.
11.1.3. Improve the physical environment for everyone using the transportation system.	11.1.3.2. Ensure convenient, safe and accessible infrastructure for those using preferred modes of transportation.	

## APPENDIX C: SUMMARY OF REVIEWED DOCUMENTS

Approximately 200 documents were reviewed as part of the initial research phase for the development of the AAP. The following table lists the entities that authored these documents. The entities are organized by geographic area. The table indicates which ACA focus areas the entities' documents relate to, and it identifies where legislation was reviewed for particular entities.

Reference Material Sources	LEGISLATION	BUILT ENVIRONMENT	SERVICE DELIVERY	SERVICE AT EVENTS	SERVICE DURING EMERGENCY EVENTS	EMPLOYMENT	INFORMATION COMMUNICATION TECHNOLOGY	COMMUNICATION	PROCUREMENT	TRANSPORTATION
<b>Canada</b>										
Government of Canada	X				X	X		X	X	
Recreation Canada Magazine				X						
Canadian Human Rights Commission						X				
<b>Ontario</b>										
Government of Ontario	X	X	X	X	X	X	X	X	X	X
City of Toronto		X	X	X	X	X	X	X	X	X
City of Markham		X	X		X		X			X
City of Mississauga						X	X	X	X	
City of London			X		X	X	X		X	
Regional Municipality of York			X		X					X
Centre for Disability and Health Policy (Western University)					X					
First Reference						X				
Centennial College Library								X		
Queen's University									X	
<b>Manitoba</b>										
Government of Manitoba	X	X		X		X			X	
City of Winnipeg		X	X		X		X	X	X	X
<b>Nova Scotia</b>										
Government of Nova Scotia	X	X		X	X	X				
Halifax Regional Municipality		X	X			X	X		X	X
Town of Wolfville		X								
<b>British Columbia</b>										
Government of British Columbia	X	X			X	X			X	
City of Burnaby		X				X				
City of North Vancouver		X								X
District of North Vancouver										X
City of Richmond		X	X		X	X	X			X
Corporation of the District of Maple Ridge		X								
City of Pitt Meadows		X								
City of New Westminster		X			X				X	X
City of Parksville		X								
District of Saanich		X								
City of Surrey		X	X	X		X	X			X

Reference Material Sources	LEGISLATION	BUILT ENVIRONMENT	SERVICE DELIVERY	SERVICE AT EVENTS	SERVICE DURING EMERGENCY EVENTS	EMPLOYMENT	INFORMATION COMMUNICATION TECHNOLOGY	COMMUNICATION	PROCUREMENT	TRANSPORTATION
City of Vancouver		X	X	X	X	X	X		X	X
Vancouver Parks Board			X							
Social Planning and Research Council BC		X								
HCMA Architecture + Design		X								
BC Coalition of People with Disabilities (2013)					X					
Simon Fraser University						X		X	X	
TransLink										X
Passenger Transportation Board										X
<b>Newfoundland and Labrador</b>										
Government of Newfoundland and Labrador								X		
<b>United States</b>										
United States Government	X	X	X		X	X	X	X	X	X
American National Standards Institute		X								
ADA National Network				X						
City of New York		X								
Town of Winter Park		X								
Town of Breckenridge										X
Curb Cuts to the Middle Class Initiative						X				
Smart Cities for All							X			
American Foundation for the Blind								X		
Adobe Systems								X		
Partnership on Employment & Accessible Technology									X	
<b>United Kingdom</b>										
Government of the United Kingdom	X	X	X		X	X		X	X	
Equality and Human Rights Commission				X					X	
The Business Disability Forum						X				
University of Glasgow						X				
Global Legal Group									X	
<b>Europe</b>										
European Parliament	X	X	X			X	X		X	
Academic Network of European Disability Experts		X								
European Disability Forum				X						
European Standardization Organizations		X								
European Emergency Number Association					X					
Leonard Cheshire International						X				
Siteimprove (Denmark)							X			
National Disability Authority (Ireland)							X			
The Centre for Excellence in Universal Design (Ireland)									X	

Reference Material Sources	LEGISLATION	BUILT ENVIRONMENT	SERVICE DELIVERY	SERVICE AT EVENTS	SERVICE DURING EMERGENCY EVENTS	EMPLOYMENT	INFORMATION COMMUNICATION TECHNOLOGY	COMMUNICATION	PROCUREMENT	TRANSPORTATION
Republic of France	X	X					X			
Federal Assembly of the Swiss Confederation		X								
Norwegian Government		X			X		X		X	X
Australia										
Commonwealth of Australia	X	X		X					X	X
Frankston City				X						
Government of Western Australia				X						
United Arab Emirates										
United Arab Emirates	X									
Government of Dubai		X								X
International										
Global Initiative for Inclusive ICTs (G3ict)							X		X	
Global Smart Cities Alliance							X			
International Labour Organization							X			
International Organization for Standardization		X								
International Telecommunication Union									X	
World Bank Blogs - Global Facility for Disaster Reduction and Recovery					X					
United Nations					X					
World Wide Web Consortium							X			

## APPENDIX D: INITIAL RESEARCH COMMON THEMES AND ELEMENTS

A content analysis was conducted on the documents in Appendix C. For each of the ACA focus areas, the analysis examined the documents for common content themes. The results of this analysis are presented in the tables below. For each focus area, the tables list the common themes/elements within the documents as well as the approximate percentage of the reviewed documents that included these common themes/elements.

### Built Environment

Common Theme/Element	% of reviewed documents that included these elements
<b>Exterior Access Routes or Approaching and Entering a Building</b>	
Exterior Pathways (including surface, slope)	100
Exterior Ramps and Stairs (including handrails)	100
Parking and Drop-off Areas	96
Urban Furniture and Equipment	72
Covered Over Height Accessible Parking	44
Snow Melting and Management	24
<b>Wayfinding</b>	
Lighting and Signage	88
Tactile Systems	80
<b>Entrances</b>	
Entrances and Exits (including auto door openers)	100
<b>Interior Circulation and Wayfinding</b>	
Interior Circulation	96
Vertical Circulation	76
Information and Reception Desks (including electronic signage)	84
<b>Sanitary Facilities</b>	
Public Washrooms (including shower room)	92
Dwelling Unit Washrooms	68
<b>Life Safety</b>	
Fire, Life Safety, Emergency Evacuation	68
<b>Residential Accommodation</b>	
Adaptable or Enhanced Visitable Housing Standards	64
Visitable Housing Standards	40
Fully Accessible Units	29
Targets for Upgrading Existing Public Housing	12
<b>Developer Incentives</b>	
Developer Incentives	36
Additional Gross Floor Area (GFA) Allowance for Adaptable Units	32
Additional GFA Allowance for Accessible Units	16
<b>Application</b>	
Training	52

Planning Practices Explanations (i.e., Woonerf)	N/A
<b>Accessibility Standards</b>	
Utilize CSA B651	52
RHFAC or UD	40

### Service Design and Delivery

Common Theme/Element	% of reviewed documents that included these elements
<b>Supports and Service Provision</b>	
Assistive Devices Use	85
Assistive Communication Devices	85
Service Animals	69
Support Persons	92
Financial Accessibility	92
Exception for PWDs	15
<b>Documentation and Communication</b>	
Notice of Disruption	77
Documentation (including availability)	92
Inclusive Signage	46
<b>Training and Feedback Reporting</b>	
Customer Service Training	100
Accessible Feedback Process	85

### Service Design and Delivery of Events

Common Theme/Element	% of reviewed documents that included these elements
<b>Planning, Training and Promoting the Event</b>	
Planning	90
Customer Service Training	90
Event Promotion and Meeting Materials	80
<b>Getting to the Event and Orientation at the Event</b>	
Transportation/Parking	90
Maps, Wayfinding and Signage	80
<b>Attending the Event</b>	
Accessible Venue and Layout	100
Event On-site Operations and Assistance	90
Displays and Exhibits	90
Using Technology	80
Service Animals	70
Emergency Evacuation Procedures	70
Food and Beverage Considerations	60
Accessible Feedback Process	40

## Service Design and Delivery of Emergency Services

Common Theme/Element	% of reviewed documents that included these elements
<b>Planning</b>	
Planning and Site Inspection	94
Customer Service Training	88
Emergency Alert Pre-registration	69
Planning with PWDs Included	50
<b>Communication</b>	
Accessible Notification or Alert	75
ASL Services or Alternative Communication	69
<b>Physical Accessibility</b>	
Accessible Venue and Layout	81
Accessible Washroom/Bathing	81
Parking	37
Accessible Cots	25
<b>Supports and Service Provision</b>	
Service Animals	88
Accessible Transportation	75
Functional Needs Assessment	50
Caregiver Allowance or Support	38
Food and Beverage Considerations	38
Back-up Power and Refrigeration	31

## Employment

Common Theme/Element	% of reviewed documents that included these elements
<b>Recruitment and Assessment</b>	
Recruitment	88
Application Forms	75
Interview Arrangements	94
Assessment and Selection	94
<b>Workplace Accommodations</b>	
Reasonable Accommodations	100
Working Conditions	94
Communication Supports	50
<b>Management</b>	
Promotion	94
Performance Management	94
Career Development	69
Leaves of Absence	63
Return to Work and Redeployment	69
Workplace Emergency Response Information	38
<b>Staff Training</b>	
Education and Training Programs to All City Staff	81

## Information Communication Technologies

Common Theme/Element	% of reviewed documents that included these elements
<b>Websites and Mobile Device-based Services</b>	
Websites	93
E-commerce	64
Air, Bus, Rail, Water Travel	36
<b>Documents and Forms</b>	
Documents	93
<b>Computers, Devices and Telephones</b>	
Computers or Devices	71
Self-serve Kiosks	71
Telephones (including smart phones)	57
<b>Built Environment</b>	
Physical Accessibility	71
<b>Communications</b>	
Emergency Services	71
Awareness/Promotion	64
Media Services	57
<b>Training and Compliance Reporting</b>	
Training	57
Compliance Reporting	50
<b>Procurement</b>	
Procurement	64

## Communications

Common Theme/Element	% of reviewed documents that included these elements
<b>Accessible Documents</b>	
Written Information	100
Notice of Accessible Document Availability	75
<b>Digital Accessibility</b>	
Websites	88
Media	88
Self-serve Kiosks	38
<b>Communication Systems</b>	
Alternative Communication Systems	88
Telecommunications	75
Supports (including people)	75
<b>Training, Feedback and Services</b>	
Disability Training	88
Feedback Process	63
<b>Emergency Procedures</b>	
Procurement of Services (i.e., surveys)	63
<b>Built Environment</b>	
Signage	50
Hosting Meetings (e.g., physical accessibility)	38

## Procurement

Common Theme/Element	% of reviewed documents that included these elements
<b>Set Procurement Priorities and Scope</b>	
Specify a Process	100
Assessment/Selection Process	94
Includes Self-serve Kiosk	67
<b>Preparing to Buy</b>	
Training and Awareness	78
<b>Issuing Solicitation</b>	
Defined Criteria/Standards	100
RFP (including criteria)	83
<b>Evaluating Proposals</b>	
Evaluation and Review	94
Accessibility Conformance Report	67
Declaration of Compliance	44
Explanation of Non-compliance	78
<b>Support</b>	
Accessible Support Documents	67

## Transportation

Common Theme/Element	% of reviewed documents that included these elements
<b>Orientation</b>	
Signage and Orientation	100
<b>Transit</b>	
Accessible Transit Stop Standards	100
Accessible Buses	94
Para-transit	94
Para-transit Available for Visitors	41
<b>Built Environment</b>	
Accessible Paths to Transit Hubs	94
Rail Stations	82
Rail Track Crossings	18
<b>Parking</b>	
Accessible Parking Standards	71
Accessible Van Parking	47
Accessible Parking Meters	12
Accessible Parking in Restricted Zones	6
<b>Vehicle-for-Hire</b>	
Vehicle-for-hire	41
<b>Training and Reporting</b>	
Report on Accessible Progress	82
Training	53
Refresher Training (every 4 years)	6
<b>Innovation</b>	
Innovative Intelligent Transport System	88
Accessible EV Charge Station	6

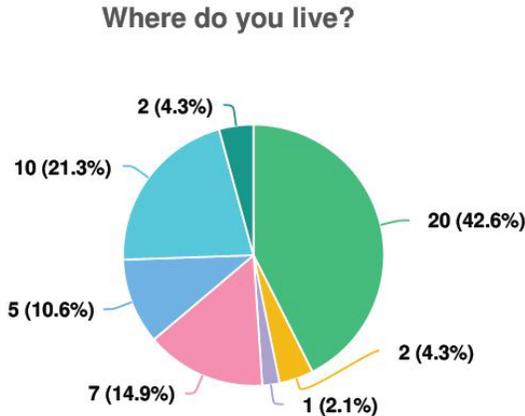
# APPENDIX E: ENGAGEMENT SUMMARY

Public engagement was conducted between June 9 and June 30, 2022 through Whistler’s online community engagement portal (*Engage Whistler*) and an in-person display located at the Whistler Public Library. A total of 60 participants contributed to the online engagement tool providing responses to the demographics quick poll, contributing an idea or asking a question. A total of 38 sticky notes were used to contribute ideas at the in-person display. The following is a summary of the quick poll responses and received ideas.

## Quick Poll – Demographics

### Where do you live?

A total of 47 participants responded to this poll. The majority of respondents (42.6%) indicated that they live in Whistler full-time – permanently, year round. The remaining respondents primarily indicated that they live in Vancouver/Lower mainland (21.3%), Squamish area (14.9%), and Pemberton/Mt. Currie Area (10.6%). A few participants responded they live in Whistler part-time – I own a second home in Whistler (4.3%), elsewhere in B.C. (4.3%) and in Whistler part-time – rental or visitor accommodation (2.1%).



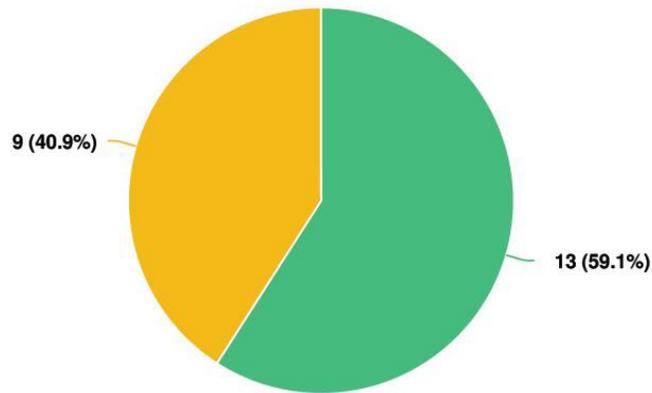
### Question options

- Whistler full-time – permanently, year-round
- Whistler part-time – I own a second home in Whistler
- Whistler part-time – rental or visitor accommodation
- Squamish area
- Pemberton/Mt Currie area
- Vancouver/Lower mainland
- Elsewhere in BC

### Are you responding as a caregiver for a person with a disability or limitation?

A total of 22 participants responded to this poll. There were 13 or 59.1% of respondents who indicated they were an unpaid caregiver, responding for a person with a disability or limitation.

### Are you responding as a caregiver for a person with a disability or limitation?



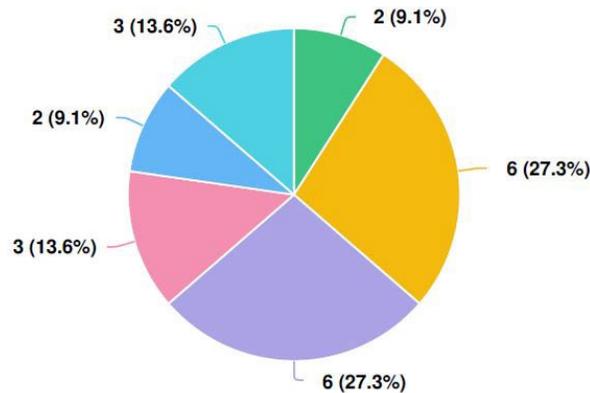
#### Question options

- Yes, unpaid caregiver
- No

### Which range below includes your age?

A total of 22 participants responded to this poll. The majority of respondents (54.6%) indicated they are between the ages of 35-44 or 45-54. The remaining respondents indicated they are between the ages of 55-64 (13.6%), 75-84 (13.6%), 65-74 (9.1%) and 25-34 (9.1%).

### Which range below includes your age?



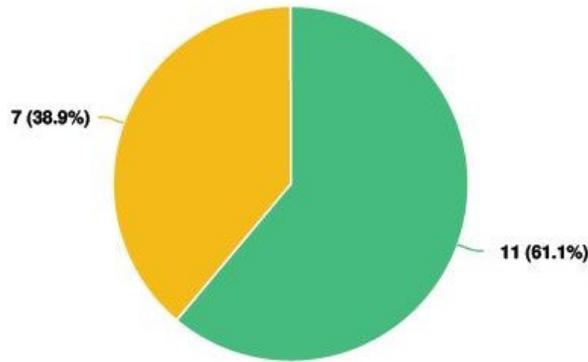
#### Question options

- 25-34
- 35-44
- 45-54
- 55-64
- 65-74
- 75-84

### Do you (or the person you care for) identify as having a disability or a long-term health condition that limits your (their) everyday activities?

A total of 18 participants responded to this poll. 61.1% of respondents identified as having a disability or a long-term health condition that limits their everyday activities.

**Do you (or the person you care for) identify as having a disability or a long-term health condition that limits your (their...)**



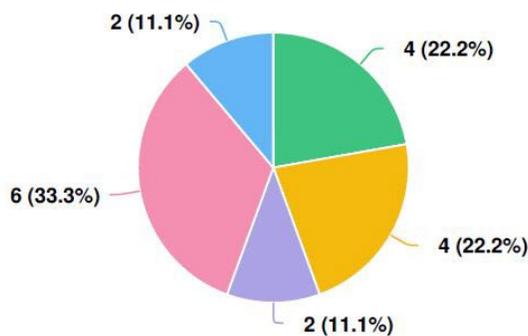
**Question options**

- Yes
- No

Please provide more detail if you are willing: Do you (or the person you care for) identify as having a disability or a long-term health condition that limits your (their) everyday activities? Please identify the type you (or they) most identify with.

A total of 18 participants responded to this poll. Respondents identified as having the following disabilities or long-term health conditions: 33.3% indicated neurodiversity (e.g., Autism, Asperger’s, ADHD, Dyslexia), 22.2% indicated physical (mobility, flexibility, dexterity, pain, fatigue), 11.1% indicated neurocognitive (declining memory, reasoning, problem solving), and 11.1% indicated other. 22.2% of respondents identified as not having a disability or long-term health condition limits everyday activities.

**Please provide more detail if you are willing: Do you (or the person you care for) identify as having a disability or a lo...**



**Question options**

- No
- Yes, physical (mobility, flexibility, dexterity, pain, fatigue)
- Yes, neurocognitive (declining memory, reasoning, problem solving)
- Yes, neurodiversity (e.g. Autism, Asperger’s, ADHD, Dyslexia)
- Yes, other

## Ideas

The proposed draft actions were shared and members of the public were asked for their ideas on changes or additions.

### Staff Training

Nine ideas were shared related to staff training. Ideas suggested that the following topics should be covered in staff training: providing service to individuals with cognitive, mobility and visual impairment; the difference and significance of identity-first language versus person-first language and how each relates to the social model of disability versus the medical model of disability; acceptance of disabled people and obligations under the B.C. *Human Rights Code*; the role of attitudinal barriers that lead to discrimination; asking about a person's language preferences; and the meaning of inclusion. Additionally, it was suggested that training follow the "Nothing About Us Without Us" principle; for example, training on neurodivergence should be taught by neurodivergent people themselves through local organizations. Two ideas were related to sports and fitness, suggesting accessible team sports and inclusive fitness programs for aging adults dealing with neurocognitive decline.

### Assessments of Facilities and Services

Thirteen ideas were shared regarding assessments of facilities and services. Six comments emphasized the need for more medical services, including general practitioners. Five ideas recommended more support and programs for children and adults with disabilities including social and team sport opportunities. One idea suggested the need for more accessible tourist accommodation for families. One idea proposed more accessible green walking and biking trails that are flatter and wider to accommodate people of all abilities to walk, ride and roll.

### Service Design and Delivery

Five ideas were shared regarding service design and delivery. Two ideas were related to the maintenance and use of the Valley Trail, including adequate snow clearing at road intersections and increased trail etiquette safety signage and education. An additional idea encouraged dementia-friendly trail etiquette. One idea suggested developing a route plan for people needing access to sensory-friendly spaces to retreat to. One idea recommended creating parking passes for individuals uncomfortable using an app that can be loaded and used to tap at a parking meter.

### Built Environment

Fourteen ideas were shared regarding the built environment. The following ideas related to improving the accessibility of the built environment: providing accessible parking closer to gondolas; adding provisions at lower accessible heights for shopping; achieving the RHFAC (60-79%) for all municipal facilities including municipal hall; aiming for the RHFAC Gold (80%+); making parks accessible (i.e., there is not an accessible route from upper Myrtle Philip park to the lower field down the hill); and adding more snow clearing on the Valley Trail. Additionally, it was noted that the cobblestones on the Village Stroll are challenging in a wheelchair and that the new washrooms are a huge improvement for PWDs.

### Employment

Four ideas were shared related to employment. Two comments were related to hiring PWDs, including: ensuring that all roles related to disability are filled by people who identify as disabled themselves and allowing for employment accommodations to support PWDs, such as flexibility to attend medical appointments. One

idea identified a need for more doctors and nurse practitioners in Whistler. One idea suggested freezing future RMOW hiring.

## **Communications and Engagement**

Three ideas were shared regarding communications and engagement. Two ideas emphasized the importance of communicating emergency evacuation information to seniors and PWDs and creating a check-in system for individuals at risk. One comment suggested encouraging PWDs to run for Council.

## **Transportation**

Twenty-four ideas were shared regarding transportation. The following ideas were shared to improve the accessibility of the Valley Trail: separation between cyclists and pedestrians; increased safety from trail conflicts; increased lighting; allowing PWDs the use of class 3 e-bikes; and increased snow clearing. One idea suggested exploring ways to improve bus stop safety on Highway 99, specifically in the winter. Six ideas related to buses, emphasizing their importance and encouraging bus service expansions. [For context, there was a public transit strike during this consultation period.] Two ideas related to shuttles, including on-demand shuttle buses in unserved areas and exploring public private partnerships to fund an accessible shuttle. One idea proposed the RMOW collaborate with Whistler Blackcomb to provide service to PWDs and seniors on ski-lifts. Two ideas suggested adding countdowns to walk signals at intersections.

## **Procurement**

One participant shared an idea related to procurement. The idea suggested that the RMOW prioritize purchases from local businesses that employ or offer programs to PWDs.

# APPENDIX F: RICK HANSEN FOUNDATION ACCESSIBILITY CERTIFICATION

## Overview of RHFAC

RHFAC is a rating system that assesses the accessibility of buildings and sites and promotes increased access through the adoption of UD principles.<sup>21</sup> It also uses the CSA B651, which provides technical specifications on how to make buildings and the exterior environment accessible and safely usable by persons with physical, sensory or cognitive disabilities.

RHFAC is the only program in Canada that trains Assessors to a recognized professional level and uses a rating system to identify and certify accessible built environments based on a consistent methodology. Organizations can then publicly list their certification level on the RHFAC Registry, hosted by CSA Group, to recognize and highlight that the location is accessible.

The RHFAC program builds on the baseline for accessible design for PWDs that is provided in the BCBC. The BCBC only applies to buildings, excluding trails, pathways and parking, and does not consider who might be using and visiting the building. The B.C. *Building Act* prohibits technical requirements that exceed the BCBC and because RHFAC has far more robust technical requirements than the BCBC, the RHFAC program is voluntary. Additionally, form and function have not always been considered simultaneously when thinking about accessible design, whereas UD and the RHFAC are looking for meaningful access that is incorporated seamlessly into the form.

## RHFAC Categories

The RHFAC program has 10 potential aspects that buildings and sites are rated on through the RHFAC assessment process. These categories are:

1. Vehicular Access;
2. Exterior Approach and Entrance;
3. Interior Circulation;
4. Interior Services and Environment;
5. Sanitary Facilities;
6. Signage, Wayfinding and Communications;
7. Emergency Systems;
8. Additional Uses of Space;
9. Residential Units; and
10. Trails and Pathways.

## Certification Process and Levels

The RHFAC Rating Survey is a standardized questionnaire to which points are awarded to measure a site's level of meaningful access. It includes a list of important accessible features and requirements, and incorporates best practices from a number of sources, including UD principles and CSA B651. The RHFAC Rating is organized into 10 main categories (see list above). Each RHFAC category (e.g., 1. Vehicular Access) contains a series of related key elements (e.g., 1.1 Parking), which are further broken down into features (e.g., 1.1.1 Number of designated spaces). The points tallied through the RHFAC Rating Survey ultimately determine a site's final rating score and corresponding certification level.

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<sup>21</sup> Brad McCannell, "Access to Opportunity," *Building*, 2018-05-23, <https://building.ca/feature/accessibility-rick-hansen-foundation/>.

The RHFAC program has two levels of formal certification: 'RHF Accessibility Certified' when a venue receives 60% or greater on a site assessment or 'RHF Accessibility Certified Gold' when the venue receives 80% or greater on a site assessment. Buildings that receive below 60% are not certified.

## Cost Considerations to Apply RHFAC Standards to New Buildings

The Rick Hansen Foundation commissioned HCMA Architecture + Design to conduct a study to assess the cost comparison of building to RHFAC standards, Canada's 2015 NBC and the 2018 Ontario Building Code (OBC). The study included seven case study projects. The key findings of this study are reproduced below:<sup>22</sup>

### **"Cost Increase of 1%**

The average new construction cost increase across the three building-related RHFAC site types to achieve RHF Accessibility Certified Gold with a score of at least 80% is estimated to be an additional 1% of the construction when meeting NBC or OBC.

### **Score of 35% / 42%**

To achieve an RHFAC certification, a project must achieve a score of at least 60% for Accessibility Certified or at least 80% for Accessibility Certified Gold. Projects built solely to NBC would receive an RHFAC score of 35%, and projects built to OBC would receive an RHFAC score of 42%, **at no additional cost.**

### **Score of 70% / 74%**

Approximately 46% of features within the RHFAC Rating Survey are more stringent or comprehensive than building code. However, these features can be achieved through thoughtful planning and design with no additional building cost (e.g. through careful planning, design decisions, material selection and specifications). These features correspond to approximately a third of available points required to achieve RHF Accessibility Certified Gold in the Rating Survey. Projects can achieve an RHFAC Rating Survey score of 70% or 74% (for NBC or OBC respectively) with no additional cost by achieving these features through thoughtful design.

### **Cost Increase of 6.4% / 6.1%**

The average new construction cost increase across the three building-related RHFAC site types to incorporate 100% of RHFAC Accessibility Certification features is estimated to be approximately 6.4% for NBC and 6.1% for OBC."

## Cost of an RHFAC Rating

The cost of an RHFAC Rating consists of two fees:

1. A registration fee of \$2,350 CAD, which is payable to CSA Group via the RHFAC Registry; and
2. A RHFAC Professional Rating Fee.

The RHFAC Professional Rating Fee varies as it is related to the size and complexity of the particular site under evaluation. This fee covers an on-site visit plus the rating submission to the RHFAC Registry for adjudication. RHFAC professionals are able to provide cost estimates before evaluations are started.

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*The RMOW Accessibility Coordinator is an RHFAC professional who would be able to conduct RHFAC assessments on any new municipal construction. As such, the RMOW would not have to pay an additional fee to an RHFAC professional.*

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<sup>22</sup> HCMA Architecture + Design, "Rick Hansen Foundation Accessibility Certification™ Cost Comparison Feasibility Study", 2020-01, <https://hcma.ca/wp-content/uploads/2020/01/2020.01.15-RHFAC-FINAL-Report-FULL-v4.pdf>.