

Measuring Up Fund FINAL REPORT TEMPLATE

Section One - General

1. Community Name: Whistler
2. Primary Contact Information:

Name & Title:	Sarah Tipler, Measuring Up Coordinator	Organization:	Resort Municipality of Whistler
Phone:	604-935-8153	Fax:	604-935-8109
Street Address:	4325 Blackcomb Way	Mailing Address:	4325 Blackcomb Way
City:	Whistler, BC	Postal Code:	VON 1B4
Email:	accessibility@whistler.ca	Website:	www.whistler.ca

3. Attach a summary of all related activities. Please include specific details about activities undertaken as a result of receiving your Measuring Up grant. Attach copies of any materials developed as a result of your activities.
Please see the attached document, “How Whistler Is Measuring Up”

Here are some points to focus on when writing your summary:

- Why these activities are important for the community;
- How these activities are helping to improve local accessibility and inclusion;
- The successes and challenges experienced in accomplishing these activities and;
- How these activities will be continued after the grant is complete.

4. Attach a list of members of you Measuring Up Committee:

Please see attached Current Appointed Members

5. Have you hired people to help complete this initiative?

Yes (please complete this section) No (please skip this section)

How many people were hired? 1

Do any of the people you hired have a disability?

Yes No

Were the people you hired paid with monies from your Measuring Up grant?

Yes

No

Section Two - Evaluation

Evaluate your achieved activities (500-word maximum):

- What worked well?
- Were there things you would change?
- Did you meet your goals?
- Were there any unexpected results?

Summary and evaluation combined in the MU Final Report Document. Additional evaluation attached about the Measuring up Committee's mandate aligning with the Whistler 2020 process.

Section Three - Financial Information

Please provide updated budget information in the format below -

		IN KIND RESOURCES		MEASURING UP FUND
Expenditures	AMOUNT	Amount	Source	Amount
Measuring up coordinator salary				\$18,000 *Fund is earmarked for coordinator salary
Office space			RMOW	
Equipment		\$1,339.31	RMOW	
HR support			RMOW	
IT support			RMOW	
Minutes Recorder		6 hours	RMOW	
Committee members in-kind hours		44 hours		
Totals:				

Section Four - Other Information

1. Attach any other information, media, stories, pictures or comments you would like to include, that reflect on your initiative.

Section Five - Report Declaration

I certify that:

- To the best of my knowledge all the information contained in this Report and any attachments is true and complete.
- Measuring Up, 2010 Legacies Now and the Province of BC are being given appropriate recognition as a funding partner as per the Guidelines provided in the Contribution Agreement.
- I have submitted the Final Report in accordance to the approved deadline.

Authorized Representative:

Name (please print): _____ Position: _____

Signature: _____ Date: _____

Mail completed AND signed Final Reports to:

Measuring Up Fund
2010 Legacies Now
400 - 1095 West Pender St.
Vancouver, BC V6E 2M6
Phone: 778-327-5123
Email: measuringup@2010legaciesnow.com

Measuring Up was created by 2010 Legacies Now in partnership with the Vancouver Agreement, the Province of BC and over 80 disability organizations throughout the Province. Measuring Up helps BC communities assess and improve how accessible and inclusive they are for people with disabilities.

Appointed members to the Measuring Up Select Committee of Council

Sarah Tipler	Staff-Measuring up Coordinator
Naomi Devine	Staff-Sustainability Coordinator with Whistler 2020
Chelsey Walker	Executive Director of the Whistler Adaptive Sports Program
Dave Clark	Senior Manager; Tourism Whistler
Wendy Aitken	Director of Guest Services; Whistler Blackcomb
Patricia Stoop	Occupational Therapist; Vancouver Coastal Health
Adam Protter	Father of a school-age daughter, who has multiple disabilities. Member at large
Phil Chew	Head Coach of the BC Disabled Ski Team; amputee. Member at large
Christian Rhude	Individual who has spina bifida. Member at large

Members who will be appointed in the late spring; post games

Representative from the Mature Action Committee

Representative the Whistler Chamber

Representative from the Accommodation Sector

Representative who deals with children's special needs with School District #48

How Whistler Is Measuring up

: A Detailed Report of Activities and Actions Accomplished Because of the Measuring up Process

May 4, 2009 - Coordinator is hired

- Scope position; including accessibility commitments in the Olympic Delivery Plan (ODP)
- Interviewed by Scott Roberts for a 2010 story for The Whistler Question newspaper
- Creation of a position on the Whistler advisory design panel for someone with accessibility expertise
- Formation of a transition team from previous loosely formed an advisory group to a transition team to create agreed-upon ground rules with focus on creation of terms of reference for the eventual select committee of Council.
- Looking at methods for improving wayfinding around the village; including demoing the Trekker Brezze and working with a designer on any map application for the iPhone. This will have a layer with all features within Whistler Village, Village North and upper Village.
- Identified the need to have an accessibility layer for the GIS map. This would rank trails according to the criteria established in the Universal Parks and Trails Assessment Report created by Legacies Now in conjunction with the Accessibility Tourism Strategy.
- Begin working with the bylaws department to focus on making any existing municipal pay parking is accessible, as well as ensuring that the accessible parking spaces in the newly paved a lot has safe path to egress and the metering will be accessible and won't require reloading into the vehicle to place parking stub. Working with bylaws supervisor, who sits on a national parking board, to potentially look towards suggesting two designations types of parking passes; wheelchair users and non-wheelchair users.
- Trial of a smart Park device; which credits are loaded on to and then the digital unit will show the remaining credits, for bylaw officers to view through the windshield.
- Write an administrative report for council, which would detail:
 - the purpose of the committee
 - discussion about what the committee will do
 - background
 - analysis of how it fits with the Whistler 2020 sustainability commitments
 - budget considerations
 - community engagement and consultation
- Create accessibility brief for Whistler Chamber of Commerce luncheon, which was focusing on Paralympic games and how businesses can be most prepared for all visitors.
- Working with the Chamber about holding accessibility specific workshops in December, which will address: service delivery, product delivery, and directing people with disabilities to the around the village. Accessibility training has been integrated into The Spirit Program training.
- Chosen to become a juror for the sensory wall project commissioned for the inclusive play area. Reviewing both for aesthetics and functionality for children of all abilities.
- Working with the Communications Department to incorporate accessibility and inclusion into RMOW messaging.
- Transportation issues have been identified numerous times by visitors and residents alike. Been working on connecting with BC transit for bus driver training. This would include:
 - Knowledge about the accessibility mechanisms that exist on the bus (i.e. how the bus kneels and the ramp deploys)

How to properly secure an individual with a mobility device

An awareness of how the position of the ramp will affect the individual when getting on or off of the bus (i.e. in the ditch)

Information about a barrier free route around the village and where they could find Village Hosts for more assistance with

MU Final Report

The Resort Municipality of Whistler (RMOW) has taken a leadership role in our community's move toward being more inclusive and accessible. In 2003, an accessibility audit of Whistler Village was prepared as part of the bid for the 2010 Olympic and Paralympic Winter Games. As a result, the RMOW launched an effort to address the barriers identified by the access audit and invited community members to form the Whistler Accessibility Project Advisory Group (WAPAG) to assist staff in identifying priorities and appropriate remedies. To date, the effort has focused on delivering on action items rather than developing strategy through WAPAG, with the intention of formalizing a Measuring Up Committee in 2009. The early focus has been on pressing needs that Resort Experience identified, low hanging fruit, such as the installation of ramps at the previously un-accessible breezeway, and in establishing credibility of the group.

COMMUNITY ENGAGEMENT AND CONSULTATION

Over the course of the summer of 2009, an innovative community engagement process resulted in the creation of the Terms to Reference, which details the mandate and execution priorities for the transition from the ad-hoc WAPAG to a standing committee of RMOW Council. The transition team met three times from May to August 2009, and members were consulted on the terms of reference and future direction of accessibility in Whistler. Now that this transition is complete, permanent process and community capacity exists to move Whistler's accessibility initiatives forward in perpetuity.

Despite not having a member of the Mature Action Committee (MAC) on the Measuring Up Transition Team, the RMOW has been able to share in their findings from their 2009 senior needs assessment survey. The compiled results very specifically lay out the concerns of both the existing demographic of seniors as well as those approaching retirement. Although MAC is solely concerned with issues that the membership will deal with as they age, these concerns are virtually identical to the needs of people with disabilities. Effectively everybody wants autonomy and independence throughout their lives, regardless of age or ability.

As stated in the attached Terms of Reference, the *Measuring Up* Committee will ensure that it is aligned with the priorities of Whistler2020, the RMOW's highest level policy, and will have representation on the appropriate Whistler 2020 task forces and will identify any future actions or recommendations which will continue to improve accessibility and inclusion in Whistler.

BUDGET CONSIDERATIONS

Staff time required for recording minutes and providing logistical support to the committee. The Committee will also need to rent the meeting room at the Whistler Public Library for its meetings for its accessibility features. These costs will be absorbed from the Policy and Program Development budget.

Based on the municipal commitments to an accessible and inclusive community, all significant capital projects will need to be inclusive. With completion of an accessibility master plan, budgets for development, maintenance, temporary exhibits and other initiatives should be identified and included in the long-term capital planning process.

SUMMARY

Overall the process has gone relatively smoothly, however because we are a host city for the upcoming Olympic and Paralympic Games, there've been numerous chances to comment and improve the accessibility of various aspects leading up to this great event. This may have slightly slowed down the process of the committee reaching the official status of where it's currently at; a number of unexpected inquiries have been received from various members of staff about how they may improve their projects or services to be more accessible. This has allowed an understanding of who is responsible for overseeing particular aspects of the services which will be occurring for the Games, which ultimately is to the committee's benefit, so that the remaining two months prior to the games the Measuring Up Committee will be able to very strategically target specific areas and know who is responsible for moving these concerns into actions.

Through the work of WAPAG and the transition team to form the MU committee it has become apparent that there is a need for ongoing work regarding accessibility and inclusion; particularly a staff member dedicated exclusively to move the committee recommendations into actions within the RMOW. The General Manager of Policy and Program Development has recognized that there is a need for an ongoing position to coordinate accessibility initiatives within the RMOW, with the Whistler 2020 partners. As a result of this, the Measuring up Coordinators position has been made permanent part-time.

Looking towards the future, post-games, the Measuring Up Committee will be able to provide the real opportunity to align with the needs of the existing market of people living with disabilities and the growing demographic of seniors. Whistler will not only maintain the status of being the number one resort in North America, Whistler would like to be the premier accessible four season resort in North America.

WHISTLER 2020 ANALYSIS

W2020 Strategy	TOWARD Descriptions of success that resolution moves us toward	Comments
Built Environment	The built environment is safe and accessible for people of all abilities, anticipating an accommodating well-being needs and satisfying visitor expectation	A member of the <i>Measuring Up</i> committee will hold a position on the ADP committee and advise on particular built environment projects as well as a member will be participate in the W2020 built environment task force to ensure future planning and policy looks towards creating safe and accessible environment that allow for aging in place.
Health and Social	Whistler is accessible and inclusive for community members and visitors with disabilities	The focus of the <i>Measuring Up</i> committee is to perpetually strive to improve accessibility and inclusion for everyone
Arts, Culture and Heritage	<p>A range of authentic and creative art, cultural and heritage opportunities are meaningful, accessible and financially affordable to residents and visitors</p> <p>There is a physical and organizational focal point for the diversity of arts, culture and heritage activities that spread throughout the community</p>	The <i>Measuring Up</i> committee will work with the W2020 Arts, Culture and Heritage Task Force to ensure that projects are experiential for everyone and as well as including people of all abilities in the creation of art and recognizing their contribution to our heritage.
Economic	<p>Whistler has a diversified and year-round tourism economy</p> <p>Physical and social infrastructure attract and support work and investment</p>	The economic benefits of increasing accessibility of the physical and social infrastructure will not only allow tapping into the “300,000 of skilled persons with disabilities that represent an untapped human resource that is available to meet growing labor shortages” ^[1] , but also the inclusive environment will attract more travelers with disabilities. Further conversations about opportunities for collaboration will happen through the committee membership, on improving servicing and increasing recreational activities for people of all abilities.
Financial	The long-term consequences of decisions are carefully considered	The <i>Measuring Up</i> committee recognizes the parallels between the needs of people with disabilities and those with age-related loss of abilities. For this reason, the advice given to improve accessibility will better prepare Whistler for the upcoming aging demographic.
Learning	Diverse, affordable and accessible lifelong learning opportunities exist to meet the	It is the intent of the committee to educate staff and community partners about people with

^[1] EMPLOYING PERSONS WITH DISABILITIES IS GOOD FOR BUSINESS; Sept 21,09 <http://www.theobc.org/employers.htm>

	community's needs	disabilities. They will constantly strive to remove barriers to allow full participation at learning opportunities for all community members.
Materials and Solid Waste	The community is committed to providing infrastructure capable of continually decreasing our residual wastes	By working towards creating more accessible environments and housing, the <i>Measuring Up</i> committee will be alleviating the need to rebuild or retrofit and thus will decrease our residual waste.
Partnerships	Decisions consider the community's values as well as short and long-term social, economic and environmental consequences	Considering that our abilities are in a constant state of change, the <i>Measuring Up</i> committee will advise staff on partnerships that will accommodate all abilities within the context of whatever the RMOW may be undertaking.
Recreation and Leisure	Residents and visitors of all ages and abilities enjoy activities year-round that encourage healthy living, learning and a sense of community	Through both the <i>Measuring Up</i> committee membership and the community partners, the committee will strive to advise about how to create outstanding recreational experiences for visitors and residents of all abilities. Simultaneous to communicating this advice to partners, encouragement will be given to have some subsidies available for those on fixed incomes.
	Recreation and leisure are part of the Whistler lifestyle and all community members are able and encouraged to participate	
	Visitors are aware of and have access to a variety of recreation and leisure offerings at a range of price points	
	The cost of amenities is covered within the resort community's financial means and is equitably shared among stakeholders	
Resident Affordability	Residents have access to affordable goods and services that meet their needs	The <i>Measuring Up</i> committee will advocate for some subsidies to be available for residents with disabilities and/or for attendant participation if the resident requires attendant support.
	Diverse and affordable opportunities for recreation, leisure, arts and culture exist	
Resident Housing	The planned flexibility within neighborhood design, housing form, and housing tenure enables the adaptability to meet changing housing needs and future affordability considerations	The objective of the <i>Measuring Up</i> committee will be to act as an avenue to convey information between the public at large represented through the committee membership and the Whistler Housing Authority, about the changing housing needs of the aging demographic. The committee will look towards working with developers to move towards a more adaptable model that will allow aging in place and hence, will become more sustainable
	Whistler has a sufficient quantity and appropriate mix of quality housing to meet the needs of diverse residents (Target: 75% of Whistler employees live in the resort community)	
	Residents enjoy housing in mixed-use neighborhoods that are intensive, vibrant and include a range of housing forms	
	Housing is healthy and livable, and housing design, construction and operations are evolving toward sustainable and efficient energy and materials management	

Transportation	The transportation system efficiently meets both the short- and long-term needs of all users	The <i>Measuring Up</i> committee will work with staff and community partners to ensure that all public and private transit providers are able to accommodate anyone with special needs. The committee will advise staff on prioritizing which pick up & drop off locations should be altered for accessibility and they will also regularly review accessible parking spaces to guarantee that there is sufficient stock for the demand.
	The transportation systems to, from and within the resort community are accessible and offer affordable travel options	
Visitor Experience	Visitors feel genuinely welcome	In order for Whistler to be prepared and welcoming to all visitors, the <i>Measuring Up</i> committee will help to review year-round activities available to guests to ensure that there is diverse offering of activities for guests to participate in. Through working with W2020 the transportation, the built environment and tourism partners, the <i>Measuring Up</i> committee will advise how to uphold a safe and accommodating year-round resort for visitors of all abilities.
	Communication, travel and services are accessible, seamless and convenient at all phases of visitors' trips, from prior to departure until after returning home	
	Whistler proactively anticipates market trends	
	A diverse range of year-round activities is developed and offered	
	The resort is comfortable, functional, safe, clean and well-maintained	

Staffs have not identified any instance where the *Measuring Up* Select Committee of Council will move the RMOW away from Whistler2020's descriptions of success.



TERMS OF REFERENCE

WHISTLER

MEASURING UP COMMITTEE

Authority: Section 142 of the Community Charter Select Committees of Council

Background: In 2003, an accessibility audit of Whistler Village was prepared as part of the bid for the 2010 Olympic and Paralympic Winter Games. Over a corresponding period, 2010 Legacies Now developed a framework referred to as *Measuring Up* for communities throughout the province to achieve accessibility and inclusivity. In 2006, Whistler was approached by Legacies Now to become a pilot community in the application of the *Measuring Up* framework. Shortly thereafter, the Whistler 2020 process, which responds to community needs and proposals, recommended developing an Accessibility Strategy to address the deficiencies revealed by the 2003 audit.

As a result, the Resort Municipality of Whistler (RMOW) launched an effort to address the barriers identified by the access audit and began the process of developing an accessibility strategy. Community members were invited to form an advisory group to assist staff in identifying priorities and appropriate remedies. To date, the effort has focused on delivering on action items rather than developing strategy, and the advisory group was loosely formed, with the intention of formalizing a committee in 2007. The early focus has been on pressing needs, low hanging fruit, such as the installation of ramps at the previously un-accessible breezeway, and in establishing credibility of the group. *Measuring Up* is about creating an accessibility strategy that encompasses much more than a focus on just physical change to the environment.

Measuring Up deals with the concept of the active participation of people with disabilities in all aspects of community life. Active participation involves both accessibility (addressing barriers) and inclusion (welcoming and enabling participation). As the name suggests, *Measuring Up* provides means by which communities may evaluate their progress in enabling people with disabilities to enjoy active participation.

The RMOW has now been granted *Measuring Up* funds of \$20,000 to begin a study of how to improve accessibility and inclusion for both citizens and visitors. The initiative will include a community-driven enhancement process as well as the formation of a Measuring Up Select Committee of Council. Together these initiatives aim to improve the visitors experience and the autonomy and independence of all community members. Since the RMOW has the opportunity to host the 2010 Olympic and Paralympic Games, it is imperative that all competitors, visitors, volunteers, officials and of course, citizens are able to participate, attend and have satisfactory options of whenever they would like to do these activities.

Mandate: The Committee members, staff and Whistler2020 Partners will work collaboratively to assess and improve community accessibility and inclusion focusing on the experiences of people with disabilities, but encompassing the whole community. This Committee will

review and improve local access and inclusion as based upon public input and participation on an ongoing basis. People with disabilities will be an active part of all this work.

Objective: As a key dimension of social inclusion this project will not only allow but also invite all community members to become more meaningfully engaged in civic decision-making. In this way, enriching the community fabric by reflecting the community's diversity, values and culture.

Goals/Execution: The *Measuring Up* Committee shall:

1. Provide the RMOW guidance and advice regarding accessibility within all of its departments and events that it collaborates on, including how the RMOW may become more inclusive in its operations;
2. Establish a reporting process that allows interested members of the public access to the progress of the Committee;
3. Provide an objective view in the public interest and fairly represent this view in RMOW public processes along with the organizations that they represent;
4. Recognize that the comments and recommendations of the MU Committee, represents one of a series of decision-making processes that enable members of Council to fully understand the issues under review, including their policy and budget consequences and potential impact on the public;
5. Receive referrals from Council and its committees for review and recommendations;
6. Recommend persons for appointment to other Boards, Committees and Task Forces as directed by Council;
7. Investigate funding opportunities available with respect to inclusion and accessibility and make recommendations to Council for expenditures related to such projects

Policies: Committee members are expected to adhere to the RMOW 's conflict of interest policies.

Initiating Projects: Based on the municipal commitments to an accessible and inclusive community, all significant capital projects will be inclusive. With completion of an accessibility master plan, budgets for development, maintenance, temporary exhibits and other initiatives should be identified and included in long-term capital planning processes.

The *Measuring Up* Committee will ensure that they have representation on all Whistler 2020 task forces; identifying any future actions or recommendations, which will continue to improve accessibility and inclusion. Potential projects will be evaluated with respect to sustainability principles within the context of the Whistler-2020's Community Priorities, Strategy Descriptions of Success and Sustainability Objectives.

An example of a Whistler 2020 action, has resulted in the Advisory Design Panel create a seat for someone with expertise in accessibility and inclusion issues. This member should also be a member of the *Measuring Up* Committee to ensure that the committee will have comments on all new projects in the built environment.

Funding:	<p>Should donations be made for increasing accessibility and inclusion within the RMOW, the <i>Measuring up</i> Committee could make recommendations through the W2020 task forces that could include actions with other foundations or organizations.</p> <p>Any donation of prefabricated accessibility aids that are to be used on a RMOW site or at a partnered event will be subject to review process by the RMOW, with the assistance of the committee.</p> <p>Active engagement of agencies and organizations that support accessibility through grant funding will be sought and applicable grants will be applied for to continue to support the coordination of the <i>Measuring up</i> Committee.</p>
Temporary Exhibits and Events:	<p>An active component of Whistler's community life and resort experience is having temporary displays and elements that are included with sporting events, cultural festivals and heritage programs events, to assist in accommodating and including everyone. Key issues include the selection of appropriate portable accessible elements, the care and insurance of these temporary displays and elements as well as the commercial use of public property by private individuals.</p>
Reporting/ Communication:	<p>The <i>Measuring Up</i> Committee of Council shall provide comments and recommendations to Council, normally through meeting minutes and recommendations, staff reports and by delegation; with the exception of the required <i>Measuring Up</i> Reporting to Legacies Now, which will be a collaboration between <i>Measuring Up</i> Coordinator, Whistler2020 Sustainability Coordinator and the General Manager of Policy and Program Development and delivered to Council prior to being submitted to 2010 Legacies Now.</p> <p>The <i>Measuring Up</i> Committee of Council shall further assist staff in the preparation of Whistler's Accessibility Master Plan, policies and guidelines, and how it should be administered and implemented. This will involve an annual review of the capital accessibility plan and make recommendations on new projects and project priorities.</p> <p>An obvious benefit of the <i>Measuring Up</i> Committee would be raising awareness through public workshops, web-based public education forum and dedication ceremonies. Furthermore the program would benefit from public feedback received through various sources from residents and visitors alike. The Policy and Program Development Department will collect and share annual results arising from actions related to accessibility projects, policies and issues to develop a resource library.</p>
Chair and Membership:	<p>The Committee will consist of a chair and up to 12 additional members, including the <i>Measuring Up</i> Coordinator. Members shall be Sea-to-Sky residents and represent Whistler's major partners, business and community interests; with preference given to those with personal knowledge related to disability issues in the Whistler area.</p> <p>Membership shall be selected from a pool of eligible applicants representing the following interests:</p> <p>One RMOW Council member</p>

A representative working with disability issues in Whistler and working for Vancouver Coastal Health
A representative from the Mature Action Committee who has a reporting role to the committee
A RMOW staff member who deals with sustainability issues from Whistler-2020
A representative who deals with children's special-needs with School District #48
A business leader; as nominated by the Whistler Chamber of Commerce
A representative from the accommodation sector
A senior representative from Tourism Whistler; as nominated by the Board of Tourism Whistler
A representative from the Whistler Adaptive Sports Program who has a reporting role to and from the organizations Board of Directors
A member of the Senior Leadership Team from Whistler Blackcomb; as nominated by Whistler Blackcomb
2 members-at-large from the community, representing people with various disabilities and levels of disability

The *Measuring Up* Committee will allow information sharing and presentations to notify the committee about accessibility issues

Appointments: Council shall select and appoint members from those identified by the RMOW General Managers, Community partners and agencies representing the community. The committee members shall appoint a Chair for a two-year term, through a nomination and voting process.

Terms: Members will be invited to serve for a two year term, and at Council's discretion, subsequent terms

Quorum: A quorum will be 50% + 1 of the members of the Committee

Meetings & Decision Making: The *Measuring Up* Committee will set agendas and meeting times working with the Chair. The Committee is expected to operate by consensus and always follow ground rules established by the *Measuring Up* Committee.

Support: The RMOW shall provide a recording secretary to support the work of the Committee. Minutes of the Committee's meetings are recorded and distributed to Council.

Terms of Reference: Approved by Council of the Resort Municipality of Whistler at its _____ 2009 Regular Meeting.