

Whistler Through the Ages

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Submitted to:

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Executive Summary

SPARC BC was retained by the Resort Municipality of Whistler (RMOW) in summer 2010 to plan and deliver an Aging in Place community forum. The overall objective of the Whistler Through the Ages project was to engage community members in planning for an age-friendly Whistler which welcomes and includes all age groups within the community. The findings from the Aging in Place: Community Forum will assist the Resort Municipality of Whistler in the selection of priority issues for inclusion in the Official Community Plan and the Aging in Place Strategy.

The forum took place on October 14th, 2010 at the Spruce Grove Field House and was attended by 29 individuals. The Community Forum's findings were supplemented by the results of a Youth Advisory Group meeting that took place on October 22nd for youth who were unable to attend the Community Forum. Participants of both events were asked to identify: some aspects of the community that made it currently age-friendly, opportunities to create a more age-friendly Whistler, and ways to continue to build and sustain an age-friendly Whistler over time.

Age-friendly Whistler Now

When asked to identify what aspects of Whistler which are age-friendly, a key theme emerged. Residents frequently mentioned that Whistler is a small and supportive community that has a large number of facilities and amenities relative to other communities with the same population size (including community recreational facilities, shops and restaurants, and health care services). They also mentioned that Whistler has made some recent progress in enhancing accessibility and providing programs for seniors.

Age-friendly Whistler in the Future

When asked to identify opportunities to create a more age-friendly Whistler, some reoccurring themes emerged from the discussion:

- All age groups require access to affordable, suitable and accessible housing within the community in order to age in place
- There is a demand for access to medical specialists in the community so that residents do not have to regularly travel outside of the community to access medical services
- There is a need for improved accessibility within the community for people with disabilities and seniors with limited mobility
- The current transportation system does not fully address the transportation needs of Whistler residents
- There is a need for economic diversification in Whistler, so that young adults who grow up in Whistler can access well paying jobs and afford to stay in their home community
- Improved access to educational opportunities would benefit people of all ages in the community
- There is a demand for some additional recreational facilities in the community, including a seniors centre, outdoor skating rink, curling rink, and youth drop in centre

- There is also a demand for more access to arts and culture activities
- There is a demand for access to affordable child care within the community for families with young children.

It was also noted that some elements of an age friendly community (i.e. health care, and education) fall within the jurisdiction of provincial and federal levels of government. The RMOW may be able to advocate to other levels of government for improved services and additional funding; however, many of the services fall within the purview of other levels of government.

Sustaining an Age-friendly Whistler

When asked to identify ways that the RMOW and the community as a whole could work towards becoming more age-friendly, participants emphasized that is important to continue to have discussions within the community around aging in place and participants supported the creation of an Aging in Place strategy.

Recommendations for an Age-friendly Future

The report also identifies some opportunities to incorporate age-friendly policies into the next iteration of the Official Community Plan. The recommendations include:

- Commit to creating an age-friendly community in the overall vision or mission section of the OCP
- Refer to age-friendly and accessibility community assessments in the OCP
- Continue to actively invite participation of a range of age groups in the development or revision of the OCP and in all other local government public participation processes
- Commit to supporting a local government committee that can continue to provide feedback and direction to elected officials and staff on aging and disability issues in the OCP
- Include goal statements in the OCP on key topics that have been shown to positively influence the quality of life for a range of age groups (i.e. housing, transportation)
- In areas where local government does not have direct jurisdiction (i.e. health care, education), work to build relationships across sectors and advocate to senior levels of government as needed.

Acknowledgements

SPARC BC is pleased to submit the following summary report for the Whistler Through the Ages project. During the community forum, SPARC BC engaged key stakeholders in identifying opportunities to create an age-friendly Whistler. We would like to thank all of the individuals who participated in this process.

We would also like to thank the Resort Municipality of Whistler for the opportunity to work with the municipality to further their goal of creating an age-friendly Whistler. In particular, we would like to thank Sarah Tipler, Kevin Damaskie, Claire Daniels, and Mike Vance for their guidance and support on this project.

Introduction

SPARC BC was retained by the Resort Municipality of Whistler (RMOW) in summer 2010 to plan and deliver the Whistler Through the Ages: Community Forum. The overall objective of the community forum was to engage community members in planning for an age-friendly Whistler which welcomes and includes all age groups within the community. The community forum invited community members to identify existing gaps, future gaps and solutions, and also asked local residents to suggest their long and short term priorities for creating an age-friendly Whistler. The ideas generated through this community forum will be used to assist the RMOW in working towards its Whistler 2020 vision, which is “to be the premiere mountain resort community—as we move toward sustainability.

Context of the Project

The Resort Municipality of Whistler, Whistler Community Services Society (WCSS), Mature Action Committee (MAC), and the Youth Advisory Group (YAG) have been working in collaboration to develop an Aging in Place Strategy. The Aging in Place Strategy will work towards creating a fully age-friendly community where Whistler residents have the ability to remain in their home community as they age.

The RMOW has also worked with these groups to develop the RMOW’s definition for Aging in Place. The RMOW defines Aging in Place as:

The ability to remain in one’s own home and community safely, independently and comfortably, regardless of age, income or ability throughout life's stages. Governments and communities have a role in creating and implementing policies that are supportive of community interaction and programming which promotes healthy lifestyles and safe movement.

The findings from the Whistler Through the Ages project will assist the Resort Municipality of Whistler in the selection of priority issues for inclusion in the Official Community Plan and the Aging in Place Strategy.

Demographic Profile

The demographic profile analyzed 2006 Census data to project future population growth and the number of people who will have participation and activity limitations in the Squamish Lillooet Regional District by 2021. Persons with participation and activity limitations are individuals who report difficulties with daily living activities, including difficulty hearing, seeing, communicating, walking, climbing stairs, bending, learning or doing any similar activities. It also includes people who have a physical or mental condition or health problem which reduces the amount or kind of activities they can do at home, work or school.¹

¹ <http://www.statcan.gc.ca/pub/89-628-x/89-628-x2007001-eng.htm#4>

The four regions examined within the Squamish Lillooet Regional District were Whistler, Pemberton, Squamish, and Squamish Lillooet District C. This overview will address some of the highlights of the demographic profile at the regional level. For information that is specific to any of the communities, please refer to Attachment 1.

In 2006, the population of the Squamish Lillooet Regional District was 36 627. The population is projected to grow to roughly 51, 845 people by 2021. It is also projected that there will be an increase in the aging population over time. Since seniors have a higher prevalence of activity limitations relative to younger age groups, it is expected that there will be also be an increase in the number of persons with activity limitations living in the region over the next 20-30 years. For example, the findings suggest that 52% of individuals in the 65+ age cohort will likely experience participation and activity limitations. This figure will increase to 62% for the 75+ cohort. It is projected that the number of seniors who are age 65+ who report participation and activity limitations will increase from 1,375 in 2006 to more than 2000 by 2021. It is projected that the number of seniors who are age 75+ who report participation and activity limitations will increase from 600 in 2006 to just over 900 by 2021 in the Squamish Lillooet Regional District.

The Community Forum

The Whistler Through the Ages: Aging in Place Community Forum took place on October 14th, 2010 at the Spruce Grove Field House. The event was widely promoted through local newspapers (i.e. Whistler Question, Whistler Today, and the Pique), twitter and facebook, and on various organizational websites (i.e. whistler.ca, whistler2010.com, and the whistlerway.ca, WCSS and the www.whistlermac.org). A poster was also posted on various notice boards within the municipal hall, the library and Meadow Park Sports Center. Refer to Appendix 2 for an example of an website advertisement.

The community forum invited community members to identify existing gaps, future gaps and solutions, and also asked local residents to suggest their long and short term priorities for creating an age-friendly Whistler. The forum was attended by 29 individuals comprised of local community members as well as representatives from Vancouver Coastal Health, Whistler Community Seniors Society, and the Mature Action Committee. Because many members of the Youth Advisory Group were away during the community forum for an exchange program, a follow up discussion was held with the Youth Advisory Group on October 22nd. The results from this event are included in the summary of findings from the workshop. There were two other community members who were unable to attend the event on October 14th, and E-mailed their feedback to RMOW staff. This feedback is also included in the summary of findings.

To view an agenda for the Whistler Through the Ages: Community Forum, refer to Appendix 3. The forum was modeled after an Appreciative Inquiry (AI) engagement process. Appreciative Inquiry is a particular way of asking questions and envisioning the future that fosters positive relationships and builds on assets within the community. The AI process utilizes for stages of discussion:

1. DISCOVER: The identification of what is working well

2. DREAM: The envisioning of future hopes and dreams
3. DESIGN: The envisioning of future actions and priorities
4. DESTINY: The identification of ways to sustain innovation and implementation over time

To view a list of discussion questions included in the four stages refer to Appendix 4.

Community Forum Results

This section synthesizes some of the recurring themes that emerged from the discussion that took place at the Whistler Through the Ages: Community Forum and Youth Advisory Group (YAG) meeting. For a complete list of ideas raised at the community forum and YAG meeting, refer to Appendices 5 and 6.

Age-friendly Whistler Now

During Stage I Discovery, forum participants were asked to identify: some of the benefits of living in Whistler; recent community accomplishments over the past five years that have made Whistler more age-friendly; and some of the positive amenities and services that the RMOW provides for residents and tourists.

One key theme that emerged is that Whistler has many of the advantages of living in a smaller community combined with many of the services and amenities found in larger centres. Participants mentioned that Whistler is a small community where people are friendly, supportive and help one another out. On the other hand, the Whistler mountain resort attracts outside revenue and visitors which funds additional services and amenities. For instance, participants mentioned that Whistler has an excellent range of health care services given the community size. Whistler is also a small community with a lot of sports and recreational facilities (including 2010 Olympic facilities). There is a variety of restaurants, shops, and services that you would not normally see in a community with Whistler's population size. School age children also have access to excellent schools with small class sizes. Because of the outside revenue, the RMOW is able to fund projects which enhance the aesthetics as well as continue to improve the accessibility of the Whistler Village.

Another key theme that emerged is the substantial array of outdoor recreation opportunities that are available to Whistler residents. Residents not only have access to world class mountain sports activities, but also there is an extensive array of trails and other outdoor recreation options that can be accessed by community members. Residents also mentioned that they enjoy the beautiful natural scenery, excellent water quality and air quality within the community.

When asked to identify some recent community accomplishments that have made Whistler more age-friendly over the past five years, participants pointed to improvements in community accessibility: many community buildings have been made more accessible; there are more ramps and accessible intersections; and there is now a Measuring Up coordinator at the RMOW and Seniors Needs

Assessment Planner with WCSS. There have also been improvements to transit service and there are more bike racks in the community. In addition, Whistler now has a CAT scanner which is unusual for a community of its size.

When asked to identify some of the positive amenities and services that RMOW currently provides for residents and tourists, many mentioned the community facilities (i.e. Celebration Plaza, Millenium Place, Whistler Public Library) and beautiful parks. They also acknowledged the municipality's commitment to accessibility and inclusive hiring practices and noted that the municipality recognizes the contribution that all age groups bring to the community.

Age-Friendly Whistler in the Future

Because of the significant overlap in the ideas generated during Stage II and III, both of these stages will be summarized in one section. During Stage II Dream, participants were invited to envision what they think a fully accessible and age-friendly Whistler would look like. In the subsequent Stage III, Design, participants were asked to identify how RMOW and community residents can build an age-friendly Whistler.

Some reoccurring themes emerged throughout the discussion. Many of the specific ideas and recommendations identified fell under the categories of housing, healthcare, accessibility, transportation, community economic development, education, recreation, and arts and culture. Thus, the highlights from the discussion will be summarized by issue area.

It was also noted that some elements of an age friendly community (i.e. health care, and education) fall within the jurisdiction of provincial and federal levels of government. The RMOW may be able to advocate to other levels of government for improved services and additional funding; however, many of the services fall within the purview of senior levels of government.

Housing

The need for affordable and suitable housing for all age groups was frequently brought up during the forum discussion. Participants mentioned that:

- All age groups require access to affordable housing
- It can be difficult for young people to gain access to affordable housing in the community, especially if they leave the community to attend university and come back and have to apply for WHA housing as a new resident (as opposed to as a returning resident)
- Many seniors are concerned that they will not be able to age in their own home. They would like funding for home modifications, and home care as necessary
- The supply of accessible housing could be enhanced by building more single level homes and requiring that all new WHA homes be built according to the principles of universal design
- There needs to be additional types of housing in the community such as seniors housing units, nursing homes, independent living units and assisted living units in order for people to remain in the community as they age.

Health care

Access to health care services was also raised during the discussion. While Whistler has access to many health care services that you would not normally find in a community of its size, residents often have to leave the community to access specialized health services. One way that this can be addressed is if different types of medical specialists travel to the community once a month. That way residents do not have to travel outside of the community to access medical services.

Accessibility

The need for improved accessibility within the community was also frequently raised by forum participants. There is a need for more accessible infrastructure throughout the community as well as accessible transportation and housing. During the winter months, snow and ice can create an accessibility hazard. Participants recommended that the RMOW create more covered walkways throughout the community that are protected from the elements. Also one participant noted that the RMOW could possibly change a local bylaw so that it would be possible for him to build an overhang at the end of his property which would limit the amount of shovelling he has to do. It was also raised that some areas of the Valley Trail have a very steep gradient which limits accessibility.

Transportation

The importance of transportation was another reoccurring topic area. The current transportation system was viewed to be ineffective if you are travelling from the most northerly neighborhoods to the most southerly neighborhoods. It was mentioned by one participant that a trip that would only take 10 minutes by car can often take close to two hours by bus because of the indirect bus route. There is also a need for accessible buses and handidart services, which provide transportation options to people with disabilities and seniors with limited mobility. Another transportation challenge is the lack of garbage and recycling pick up in the community. This can pose a significant challenge for people who do not own a car. Forum participants also mentioned that they would like to see improved transit connections between Whister and Vancouver. It can be difficult to travel between communities within the Sea to Sky corridor. This could be achieved by providing passenger railway/monorail service between Vancouver and Whistler. Participants also mentioned that they would like improved parking options, because this would make it easier to do errands within the community.

Community Economic Development

Some of the discussion at the community forum focussed on community economic diversification (or lack there of) and the impact it has creating an age-friendly community. One factor that affects the ability of working age residents to remain in the community is a limited supply of well paying jobs. Forum participants noted that Whistler's tourism industry creates a lot of service industry and retail positions that do not pay living wages. As a result, many local residents have to work multiple jobs and live with roommates in order to support themselves and cover their basic living costs. As a result, some forum participants pointed towards the importance of diversifying Whistler's economy and suggested that the RMOW work towards the development of secondary industries not just tourism. For instance, it may be possible to provide incentives to attract high tech industry to the region.

Education

Another factor that influences the ability of young adult residents to remain in the community is access to educational opportunities. Many forum participants mentioned that local residents have to leave the community to attend university, trade school, or a technical institute and that many of these residents will not return after completing their program. Senior participants also mentioned that they would appreciate having more educational opportunities in the community, and would enjoy access to a learning campus, night classes, and online courses. Participants also mentioned that there is a need for more special needs services for students attending high school in Whistler.

Recreation

While Whistler residents have access to a significant array of recreation facilities and outdoor recreation opportunities, forum participants identified a few gaps in existing recreation services:

- Forum participants mentioned that an outdoor skating rink and a curling facility would be enjoyed by residents of all ages.
- Many seniors mentioned that they would like access to a seniors centre
- Some forum participants suggested that there be a youth drop in centre within the community.

Arts and Culture

Many participants mentioned the lack of arts and culture activities in the community and indicated that more arts and culture opportunities would be appreciated by residents of all ages. Many seniors would like access to activities such as theatre, music and art. Also it can be difficult for a young person to grow up in Whistler if they are not interested in sports and outdoor recreation. Improving access to arts and culture, would benefit many youth.

Other recommendations

There were a few other recurring topics that came up during the discussion that do not fit within any of the above theme areas:

- Almost all discussion groups mentioned the need for access to affordable child care in the community. This is a significant challenge for families with young children
- Participants also mentioned that it is important to take care of the natural environment and support environmentally sustainable lifestyles. They suggested that can be potentially achieved by: creating electric car stations; supporting reusing and recycling in the community; and attempting to be a zero waste community
- Some participants mentioned that property taxes are increasing at an unsustainable rate for long term residents and it is important to keep property taxes within affordable levels.
- A few participants mentioned the importance of protecting existing services and amenities, and the need to put policies in place to maintain existing services.

For a full list of responses to questions during Stage II and III, please refer to Appendices 5 and 6.

Sustaining an Age-friendly Whistler

During Stage 4 Destiny, forum participants were asked to identify ways to ensure that Whistler continues to become a more age-friendly community over time and activities that community members can undertake to ensure that they have an ongoing role in creating an age-friendly community. Participants were also asked to identify what the markers of success for an age-friendly community are.

Participants identified some ways that the RMOW and the community as a whole could work towards becoming more age-friendly. Some of the highlights of their responses include:

- Continue to hold events like the Aging in Place forum, which engage community members in discussion around aging in place in Whistler
- Develop an Aging in Place strategy
- Advertise community events, and community engagement events more. This could be achieved by creating a community calendar
- Provide free activities in the community
- Continue to work towards goals which make the community more age-friendly (i.e. enhancing the school system for families with children, stimulating local economic development so young adults can find well paying jobs within the community)

As part of the discussion, community members also identified some ways that they as community members could continue to work towards creating a more age-friendly community. Some highlights from the ideas raised include:

- Participate in local community consultation events (i.e. Aging in Place forum, OCP meetings)
- Run for municipal council
- Volunteer
- Vote
- Hire locally
- Join the Mature Action Committee
- Start a welcome wagon style initiative which welcomes new seniors as they move to the community and gets them involved in the community
- Be a good ambassador, and actively participate in welcoming visitors

Forum participants also identified some markers of success for creating an age-friendly community. These are things that the community can track to measure their success in building a more age-friendly community. Some of the markers of success identified include:

- Longer life expectancies within the community
- Increased numbers of seniors living in the Whistler (beyond the age of 65)
- People living within the community for longer periods of their life span
- More retirees moving to Whistler

- More affordable housing prices
- Higher participation rates in seniors programs
- More senior housing units

For a full list of responses to questions during Stage 4, please refer to Appendices 5 and 6.

Recommendations for an Age Friendly Future

During the Whistler Through the Ages: Community Forum a number of opportunities to make Whistler a more age friendly community were identified. While some of the ideas raised by participants fall outside of the purview of local government, there are many opportunities for the RMOW to work towards becoming a more age friendly community. This section presents a few key potential general policy directions for inclusion in the OCP. These policy directions are based on the feedback gathered in the community forum, and the best practices outlined in *Planning for the Future: Age-Friendly and Disability-friendly Official Community Plans*². There is a significant overlap between the needs of seniors with age-related mobility limitations who wish to remain in their home community and people with disabilities; as a result, some of the recommendations are focused on making the community more accessible for everyone.

Include a commitment to creating an age friendly community in the overall vision or mission section of the OCP

Including a commitment to becoming an age friendly community formalizes a community's dedication towards becoming more age friendly. For example, the District of Saanich has formalized a commitment to becoming more accessible and inclusive of persons from all age groups in their OCP:

Saanich offers opportunities for balanced, active and diverse lifestyles. Housing, public services and amenities are affordable, accessible, and inclusive...Community activities and events generate inter-generational and inter-cultural interest, participation, and social integration.
(District of Saanich Official Community Plan, 2008, pgs 2-1, 2-2).

Refer to age-friendly and disability-friendly assessments of the community to identify what already works around accessibility and inclusion and what needs improvement

RMOW has already conducted some age-friendly and disability-friendly assessments in the community such as the 2003 accessibility audit and the 2009 senior needs assessment survey. The RMOW should consider including the recommended actions from the assessments as an attachment in the OCP. The municipality can then prioritize projects for action in further detail and commit to improvements with appropriate funding allocations.

² This resource guide is a tool to help local governments develop age-friendly and disability-friendly Official Community Plans, and was a collaborative project involving the Union of BC Municipalities, 2010 Legacies Now: Measuring Up program, the Measuring Up The North Initiative, Smart Growth BC, and the Ministry of Health Services.

<http://ubcm.ca/assets/Library/Policy~Topics/Healthy~Communities/Planning%20for%20the%20Future.pdf>

To see an example of a community that has used this approach to further their accessibility goals, refer to the City of Quesnel's Official Community Plan. The City produced a Measuring Up Strategic Plan as part of an accessibility assessment project, and made a recommendation to council that the strategic plan be included in the OCP. As a result, the following references to the strategic plan are included in Quesnel's OCP:

14.3.6 Accessibility: Recognize the Measure Up Strategic Plan as a tool for improving all means of transportation for people with a disability, seniors, and the general public.

16.3 Policies: #21) Recognize the Measure Up Quesnel Strategic Plan as a tool for improving and promoting accessibility and inclusion in the community. (City of Quesnel Official Community Plan, pgs. 58 and 66).

In situations where the latest assessment is now considered out of date, the RMOW should consider conducting another assessment. For instance, it may be worthwhile to do a follow up accessibility audit.

In addition, it is recommended that the RMOW commit to creating an Aging in Place Strategy as part of the Official Community Plan and making an explicit statement that the Aging in Place Strategy would serve as a tool for making the community more age-friendly over time.

Continue to actively invite the participation of a range of age groups in the development or revision of the OCP and in all other local government public participation processes

As part of the OCP development process the RMOW has made a concerted effort to engage with different age groups. The RMOW should build upon this success and continue to engage with a variety of age groups (and groups serving different age groups) as part of public participation processes. When developing public participation processes, it may be necessary to think about how to plan and organize accessible events. For instance, it may be helpful to organize a range of meetings at different times of day to allow as many people as possible to attend. Or if the event is trying to attract parents with small children it may be necessary to offer child minding to participants. It is also important to make communications/surveys accessible by using plain language, as well as alternate formats such as Braille and large text.

To see an example of how a municipality can formalize a commitment to engaging with a range of age groups in public participation processes, refer to the following excerpt from the Village of Cumberland's OCP:

3.1 Participatory Planning

Goal 1: Involve all citizens and stakeholders in planning decisions...

3.1.3 Involve young people, seniors and others within the social makeup of the Village who might not normally express their views on planning matters.

3.1.4 Consult with and involve our disabled citizens in the planning processes of our Community.

(Village of Cumberland Official Community Plan, 2004, Schedule A, pgs. 39-40).

In the OCP commit to having local government committees that can continue to provide feedback and direction to elected officials and staff on aging and disability issues

There are already a few committees in existence that provide feedback and direction to elected officials and staff on aging and disability issues, such as the Measuring Up Committee, Mature Action Committee and the Youth Advisory Group. It is important to include a statement of support for their work in the OCP, including the appointment of an elected official to the committee(s) who will keep Council up to date on committee activities.

To see an example of how a municipality has expressed a formal commitment to supporting a Committee on Disability Issues, refer to the District of West Vancouver. The District has endorsed an ‘accessibility policy’ which includes a commitment to supporting and maintaining a committee to provide continual direction and input to staff on accessibility issues. This is illustrated through the following policy excerpt, which outlines the role of the local committee:

The District of West Vancouver is committed to implementing, maintaining and enhancing accessibility for all by demonstrating a leadership role in meeting the needs of all community members for whom accessibility is a concern...

- B) The North Shore Advisory Committee on Disability Issues (ACDI):
 - I. Reviews development applications referred by staff
 - II. Provides input prior to and during the design and/or upgrading of public facilities and spaces;
 - III. Meets annually with senior staff from all municipal divisions and other community members with expertise in accessibility issues. This meeting needs to occur prior to/and during each division’s budget consideration schedule. The purpose of this annual meeting is to review current and future accessibility initiatives for the District of West Vancouver; and,
 - IV. Meets annually with appropriate senior West Vancouver Transit and related municipal staff, and other community members, to provide input into public transit services and municipal infrastructure that supports the continuous improvement of an available and accessible transit system (qtd. in Planning for the Future, Age-friendly and Disability-friendly Official Community Plans).

Include goal statements in the OCP on key topics that have been shown to positively influence the quality of life for a range of age groups, and to contribute to the development of healthy communities for everyone

The RMOW can formalize its commitment to creating an age-friendly community by including goal statements in the OCP on key topics that affect quality of life for a range of age groups. Some of the key issue areas that were raised in the community forum that fall within the role and responsibility of local government include: housing; the built environment; transportation; recreation, parks and natural spaces; arts and culture; and economic capacity.

Housing

Access to safe, affordable, and visitable housing options is important for the well-being, health, independence and quality of life for people of all ages. People with disabilities and older adults need access to adaptable and visitable housing that addresses their mobility needs. All age groups need access to affordable housing that allows them to remain in their home community. This is particularly the case for young persons who were raised in Whistler that need access to affordable housing as they are starting their careers and families. To learn more about adaptable housing, visitable housing and universal design principles, refer to the list of further resources section of this document.

It is recommended that the RMOW include a goal statement in the OCP around ensuring that the housing needs of people with special and affordable housing needs are met in the community. Refer to this excerpt from a City of Burnaby OCP for an example goal statement:

Goal: The City will help ensure that the needs of people with special and affordable housing requirements are met...The City will continue to facilitate the development of housing to meet specific identified needs. Housing for seniors that contains support services is an identified need. Also, the construction of housing units in townhouses and apartment projects that can be physically adapted to meet the needs of those with special requirements will be encouraged, as well as a range of unit sizes, from additional smaller unit opportunities in Town Centre area to larger units for families in other areas (City of Burnaby Official Community Plan, 1998, section 4.2).

Accessible built environment

An important element of any age-friendly community is an accessible and inclusive built environment. It is important to provide older adults and people with disabilities the ability to move freely around their community and the ability to access community amenities. An inaccessible built environment can prevent older adults and people with disabilities from leaving their home, which negatively impacts their health, quality of life and ability to contribute to their community. To learn more about universal design and building accessible facilities, refer to the list of further resources of this document.

To see an example of how a commitment to an accessible built environment can be incorporated into the OCP, refer to this excerpt from the City of Langford OCP:

Objective 5.7: Ensure accessibility is considered for planning and design of buildings, the public realm and public parks.

Policy 5.7.1: Develop universal design guidelines for the public realm, and ensure that these are consistent with our other urban design goals.

Policy 5.7.2: Encourage universal design measures for private development in the public and private realms (City of Langford Official Community Plan, 2008, p. 56).

Transportation

Without access to accessible and affordable transportation, it is difficult for a community member to fully participate in the social, cultural, and recreational life of a community. Older adults and people

with disabilities who are unable to drive are heavily reliant on public transportation to meet their daily living needs. Similarly, people of all ages who cannot afford a car rely on public transportation to access employment and community amenities. To see an example of how a commitment to providing access to transportation can be incorporated into the OCP, refer to this excerpt from the City of Chilliwack OCP:

The movement of people and goods is essential to the economic and social well-being of Chilliwack...Objective: To provide access to transportation services for all citizens and to promote accessibility (City of Chilliwack Official Community Plan, 1998, section 4.4.8, pgs. 74-75).

Recreation, Parks, and Natural Spaces

Access to affordable, inclusive recreational opportunities is integral to providing a good quality of life. It also enhances the physical and psychological health and well-being of community residents. Recreation programs also facilitate community cohesion by promoting shared activities among different groups and socialization among residents. Since Whistler is a premiere mountain resort community, access to parks and natural spaces is a very important part of involving people of all ages in community life.

To see an example of how a commitment to providing inclusive recreation opportunities can be incorporated into the Official Community Plan, refer to the following excerpt from the District of Saanich's OCP:

Through Active Saanich and Active Aging, Saanich is aiming to create a community where people are encouraged to live healthy and active lives. Key strategies involve focusing on high-risk populations and the non-involved (e.g. children and youth, girls and young women, older adults, Aboriginal people, people with disabilities and the economically disadvantaged), and improvements to the built environment that encourage and support mobility and social interaction.

Policies: Review recreational programming and facilities, as necessary, to ensure that they are meeting current and emerging needs and; Ensure recreation facilities and programs are accessible to people of all ages, ethnicity, incomes and abilities (District of Saanich Official Community Plan, 2008, pgs. 5-15).

To see an example of how a commitment to providing accessible and inclusive parks and natural spaces can be incorporated into an Official Community Plan, refer to the following excerpt from the City of Pitt Meadows OCP:

4.3.2 Accessibility: The facilities and other amenities provided by the City must take into consideration the ability of all members of the community to access and enjoy them.

Policies: a) the City requires that public access be provided along key waterfront lands in order to achieve a linked multi-use trail system between major parks, greenbelts, dikes and other recreational features throughout Pitt Meadows (City of Pitt Meadows Community Plan, 2008, pg. 31).

Arts and Culture

Participation in arts and culture activities have a positive impact on personal health and well-being for people of all ages. In addition, the cultural and artistic community benefits when persons of all ages and abilities are able to participate as either an artist or patron.

To see an example of how a commitment to providing inclusive arts and cultural opportunities can be incorporated into an OCP, refer to the following excerpt from the City of Nanaimo OCP:

Objective: To encourage inclusive community participation in arts, culture and recreation...and provide opportunities for all Nanaimo residents and visitors to express creativity and enjoy leisure time through a wide range of programs, courses, activities and special events (City of Nanaimo Official Community Plan, 2008, pg. 70).

Economic Capacity

The economic future of the community can be enhanced by undertaking measures to attract and retain skilled workers. During the forum, participants reported that many young, skilled Whistler residents are unable to stay in the community due to unaffordable housing.

To see an example of how a local government can express a commitment to supporting the retention and recruitment of the local workforce, refer to the following excerpt from the District of Saanich OCP:

Policy: Support the retention and recruitment of an adequate labour pool by ensuring access to appropriate and affordable housing and other necessary support services such as child and elder care (District of Saanich Official Community Plan, 2008, pg. 5-10).

In areas where local government does not have jurisdiction, work to build relationships across sectors and fulfill advocacy roles as needed

Some aspects of an age friendly community that were highlighted by forum participants do not fall within the purview of local government. For instance, health care and education services are provided by the provincial government. In these cases, the municipality could consider working closely with the local health authority and school district to advocate to the province for enhanced services as necessary.

Similarly, local government has a limited ability to diversify the economy; however, they can work collaboratively with local business to develop a positive environment for diverse economic development, create incentives for accessibility upgrades, and by implementing a flexible and innovative business regulatory framework.

Future Steps

The findings from the Whistler Through the Ages: Community Forum has enabled the Resort Municipality of Whistler to gather meaningful community input on how to plan for an age-friendly Whistler which welcomes and includes all age groups within the community. The event invited community members to report on existing gaps, future gaps, solutions, and also asked local residents to suggest their short and long term priorities for creating an age-friendly Whistler. The information gathered during the community engagement process will inform the development of a RMOW Aging in Place Strategy, and Whistler's year-long Official Community Plan (OCP) update.

Further Resources

Age-Friendly Resources:

Age Friendly Resources and Tools, Seniors BC

- This website provides a listing of guides which can serve as a tool for individuals and groups interested in making their city more age-friendly
- <http://www.seniorsbc.ca/life/healthy/agefriendly/resources.html>

Age-Friendly Rural and Remote Communities: A Guide, Public Health Agency of Canada

- This guide was developed for rural and remote communities across Canada who are looking to identify common barriers, and to foster dialogue and action that supports the development of age-friendly communities
- http://www.phac-aspc.gc.ca/seniors-aines/alt-formats/pdf/publications/public/healthy-sante/age_friendly_rural/AFRRC_en.pdf

Checklist of Essential Features of Age-friendly Cities, World Health Organization

- This checklist is a tool for a city's self-assessment and a map for charting progress
- http://www.who.int/ageing/publications/Age_friendly_cities_checklist.pdf

Global Network of Age-friendly Cities, World Health Organization

- The global network supports cities that are wishing to become more age friendly
- http://www.who.int/ageing/age_friendly_cities_network/en/index.html

Livable Communities, American Association of Retired Persons Public Policy Institute

- The Institute's Livable Communities Team conducts research and policy analysis and brings together through leaders to develop and enhance AARP's public policy agenda on livable communities issues
- <http://www.aarp.org/research/ppi/liv-com.html>

Planning for the future: Age-friendly and Disability-friendly Official Community Plans, 2010 Legacies Now – Measuring Up

- This guide presents some suggested guidelines, accompanied by examples from local governments around British Columbia, for how to make your local government's OCP age-friendly and disability-friendly.
- <http://ubcm.ca/assets/Library/Policy~Topics/Healthy~Communities/Planning%20for%20the%20Future.pdf>

Accessibility Resources

Accessible Community Bylaws Guide, SPARC BC

- The guide is comprised of nine model bylaws and one employment policy for municipalities to consider adopting.
- <http://www.sparc.bc.ca/resources-and-publications/category/78-the-accessible-community-bylaws-guide>

BC Building Code – Building Access Handbook, Ministry of Housing and Social Development

- Outlines building requirements for people with disabilities including illustrations and commentary
- http://www.housing.gov.bc.ca/building/docs/building_access_handbook_2007.pdf

BC Community Accessibility Network (BC CAN), SPARC BC

- An E-mail mailing list that connects with communities to share, celebrate, and take action to build accessible communities
- <http://www.sparc.bc.ca/accessibility-at-sparc-bc>

Canadian Centre on Disability Studies

- A consumer-directed, university affiliated centre dedicated to research, education, and information distribution on accessibility issues
- www.disabilitystudies.ca

Canadian Standards Association

- Provides standards and implementation tools such as handbooks, guidelines, and “Smart” Standards available for order on a variety of topics including accessible design for the built environment and inclusive design for an aging population
- <http://www.csa.ca/cm/ca/en/home>

Centre for Universal Design

- An information, technical assistance, and research center that evaluates, develops, and promotes accessible and universal design in housing, commercial and public facilities, outdoor environments, and products
- <http://www.ncsu.edu/www/ncsu/design/sod5/cud/>

Concrete Change

- A resource of tools, handbooks and information on visitable housing, or housing that is designed to easily allow people with disabilities to live in and visit
- <http://www.concretechange.org/>

Measuring Up

- In June 2010, the education and outreach component of the 2010 Legacies Now – Measuring Up program was transferred to SPARC BC. SPARC BC is continuing the work of this program by working with communities to share “best practices” and build on the work that has been put into place through 2010 Legacies Now
- <http://www.sparc.bc.ca/measuring-up>

Measuring Up The North Initiative

- Creating livable, age-friendly, disability-friendly, universally designed, inclusive communities that benefit all citizens and visitors. Information and resources are available for download on a wide variety of accessibility topics:
- <http://www.measureupthenorth.com/Default.aspx>

Universal Design Guidelines for Outdoor Spaces, Plan and Design for Choice, Corporation of the District of Maple Ridge and the City of Pitt Meadows

- Provides universal design guidelines for outdoor spaces
- http://www.pittmeadows.bc.ca/assets/Planning~Development/pdfs/accessibility_guide09.pdf

List of Appendices

1. Demographic Profile
2. Website Advertisement
3. Agenda
4. Discussion Questions
5. Results of Community Forum
6. Results of Youth Advisory Group Discussion

Appendix 1: Demographic Profile

Context

Data published by BC Stats estimated that in 2010, the population of British Columbia is 4,523,995. BC Stats also estimates that the population across British Columbia will increase to 6,075,702 by 2036. At the time of the 2006 Census the Squamish Lillooet Region had a population of 35,230. BC Stats estimates that the population in the Squamish Lillooet Region is likely to increase to 64,581 people by 2036.

Squamish Lillooet Regional District

The Squamish Lillooet Regional Districts includes 4 communities –Squamish, Whistler, Lillooet and Pemberton,

It also includes 4 unincorporated areas –(Squamish-Lillooet A, Squamish-Lillooet B, Squamish-Lillooet C, and Squamish-Lillooet D)

Within the Squamish Lillooet Regional District, approximately 14,960 individuals live in Squamish. This represents approximately 42.5% of the population across the region.

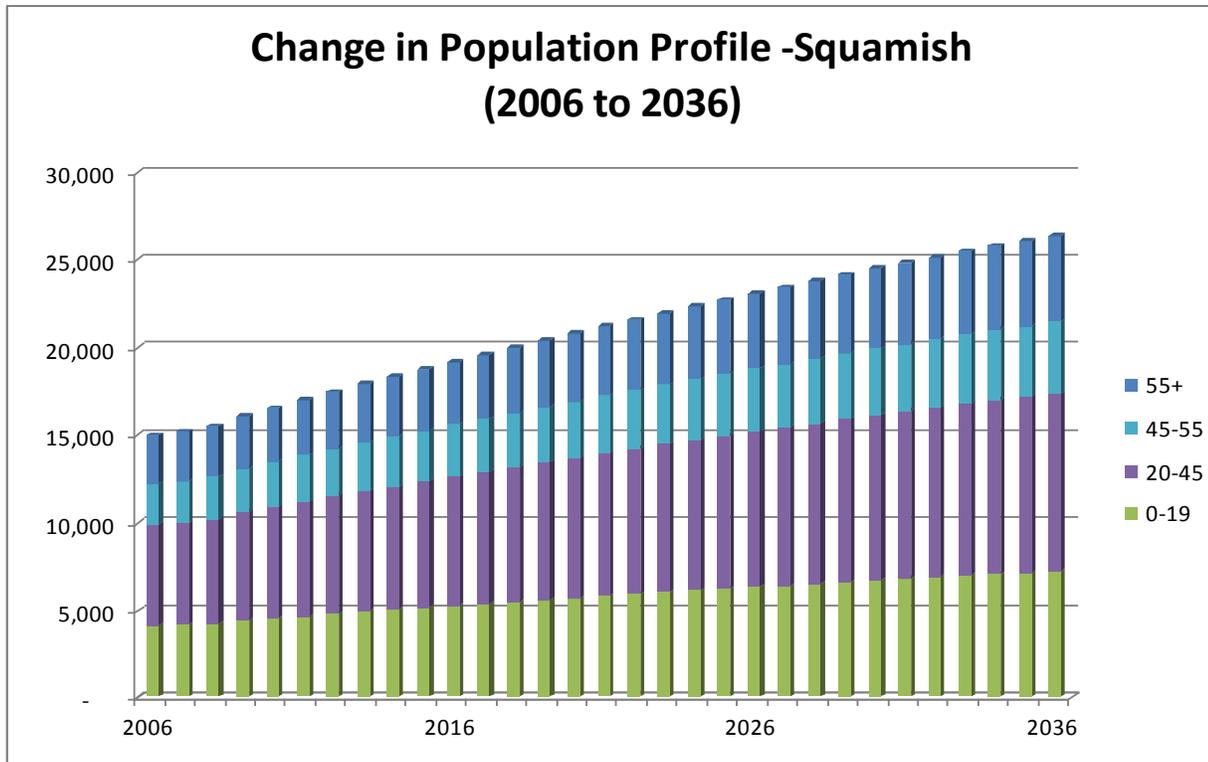
The next largest community within the Squamish Lillooet Regional District is Whistler with a total of 9250 individuals, representing 26.2% of the population in this District. There are approximately 2325 individuals who live in Lillooet. This represents approximately 6.60% of the population across the region. Pemberton has a population of 2190 and accounts for 6.2% of the population in the Squamish Lillooet Regional District.

As the Squamish Lillooet region continues to grow, it is expected that these communities will also continue to experience growth.

About Squamish

As noted above, at the time of the 2006 Census the Squamish had a population of 14,960 individuals. This represents 42.5% of the individuals living in the Squamish-Lillooet region.

Of the individuals living in Squamish, approximately 4065 (27.7%) are between the ages of 0-19. There are an additional 5770 (38.5%) who are between the ages of 20 and 45. Within Squamish, there are 2790 individuals who are 55+ with this age cohort representing approximately 18.65% of all individuals in the community. The data also shows that approximately 8.9% of the population in Squamish is 65 or older while 3.8% is 75 or older.



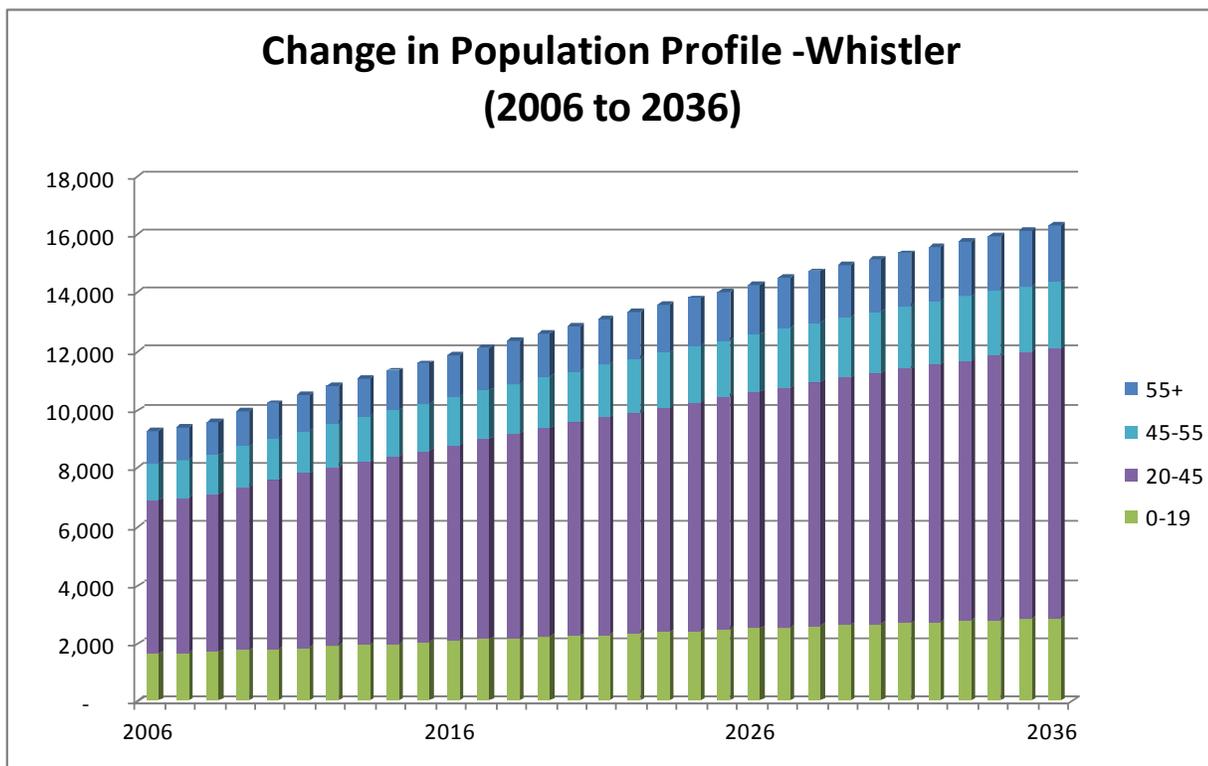
About Whistler

As noted above, at the time of the 2006 Census the Whistler had a population of 9250 individuals. This represents 26.2% of the individuals living in the Squamish-Lillooet region.

Of the individuals living in Whistler, approximately 1605 (17.35%) are between the ages of 0-19. There are an additional 5255 (56.81%) who are between the ages of 20 and 45.

Within Whistler there are 1,110 individuals who are 55+ with this age cohort representing approximately 12% of all individuals in the community.

The data also shows that approximately 3.89% of the population in Whistler is 65 or older while 1.14% is 75 or older.



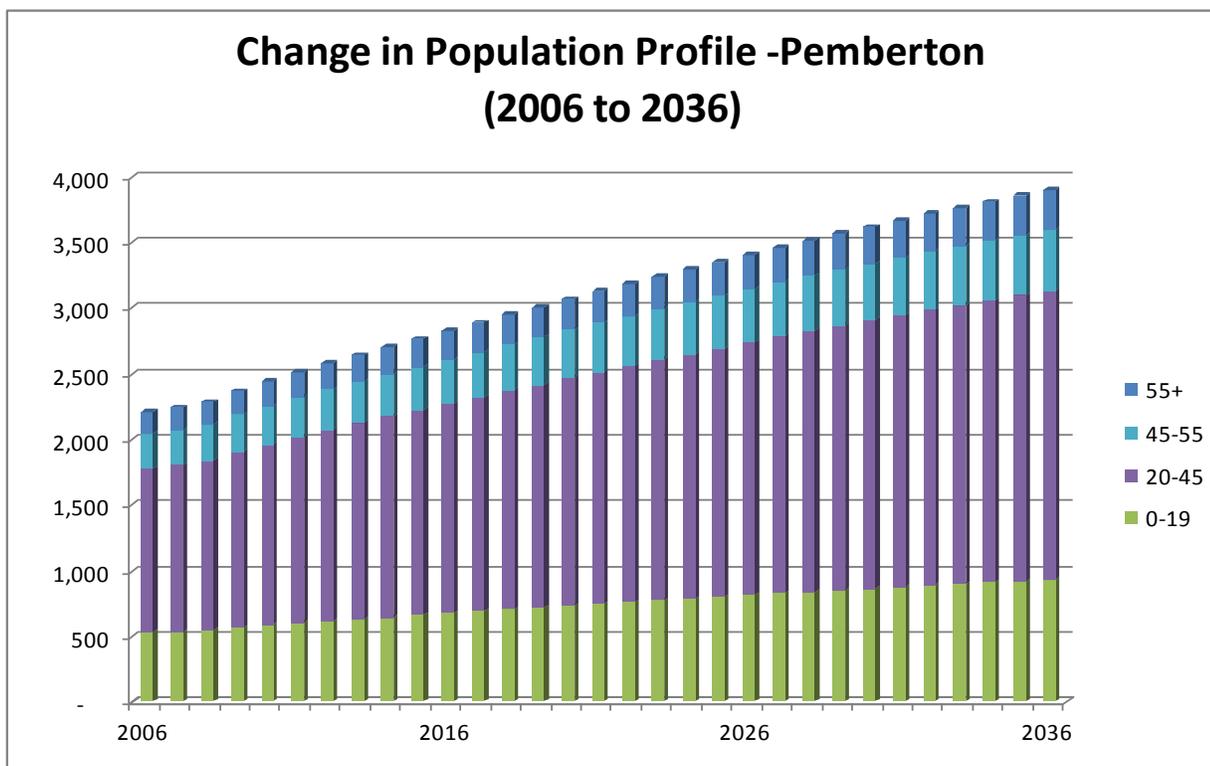
About Pemberton

As noted above, at the time of the 2006 Census Pemberton had a population of 2190 individuals. This represents 6.2% of the individuals living in the Squamish-Lillooet region.

Of the individuals living in Pemberton, approximately 525 (23.97%) are between the ages of 0-19. There are an additional 1250 (57.08%) who are between the ages of 20 and 45.

Within Pemberton, there are 170 individuals who are 55+ with this age cohort representing approximately 7.76% of all individuals in the community.

The data also shows that approximately 2.97% of the population in Pemberton is 65 or older while 1.37% is 75 or older.



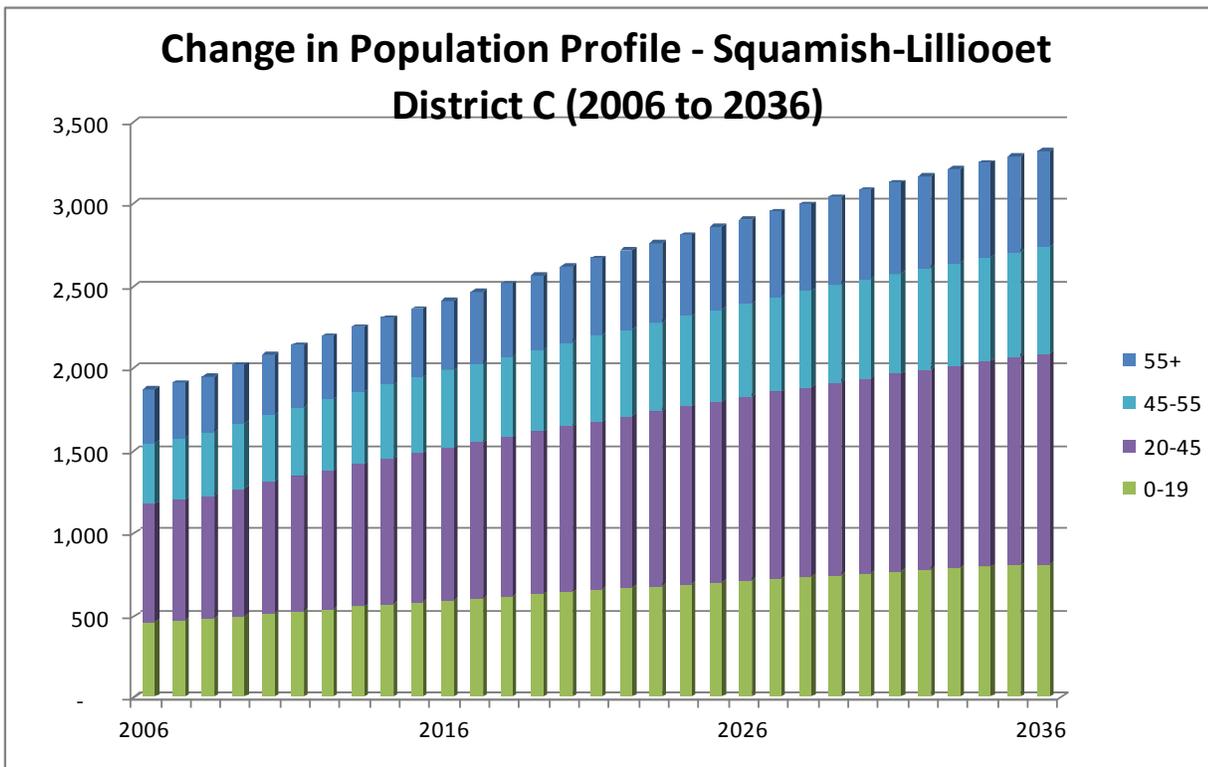
About Squamish-Lillooet District C

At the time of the 2006 Census the Squamish-Lillooet District C had a population of 1885 individuals. This represents 5.35% of the individuals living in the Squamish-Lillooet region.

Of the individuals living in Squamish-Lillooet District C, approximately 445 (24.33%) are between the ages of 0-19. There are an additional 720 (38.5%) who are between the ages of 20 and 45.

Within Squamish-Lillooet District C, there are 330 individuals who are 55+ with this age cohort representing approximately 17.65% of all individuals in the community.

The data also shows that approximately 5.88% of the population in Squamish-Lillooet District C is 65 or older while 1.60 % is 75 or older.



People with Health and Activity Limitations

Across British Columbia, at the time of the 2006 Census, there were 873,125 individuals who reported that they have specific health and activity limitations. This represents approximately 21% of the population.

Of those with health and activity limitations, 77,710 (8.2%) were in the 0-19 age cohort or approximately 8.9% of all individuals in this age cohort.

The data on individuals with health and activity limitations also reported 181,930 individuals Province-wide who were in the 20 to 45 age cohort or approximately 20.84% of all individuals in this age cohort. The data also shows approximately 144,025 individuals with health and activity limitations in the 45-55 age cohort or approximately 16.5% of all individuals in this age cohort.

As the population ages, the number and proportion of individuals with health and activity limitations increases.

The 2006 Census shows that Province-wide there were approximately 469,460 individuals who were 55+ who reported specific health and activity limitations. This represents 53.7% of all individuals in this age cohort.

Among those 65+, the Census data shows that approximately x% of individuals in this age cohort have health and activity limitations with this increasing to x% of all those in the 75+ age cohort.

Applying this to the Squamish Lillooet Regional District

Seniors 65+ and 75+

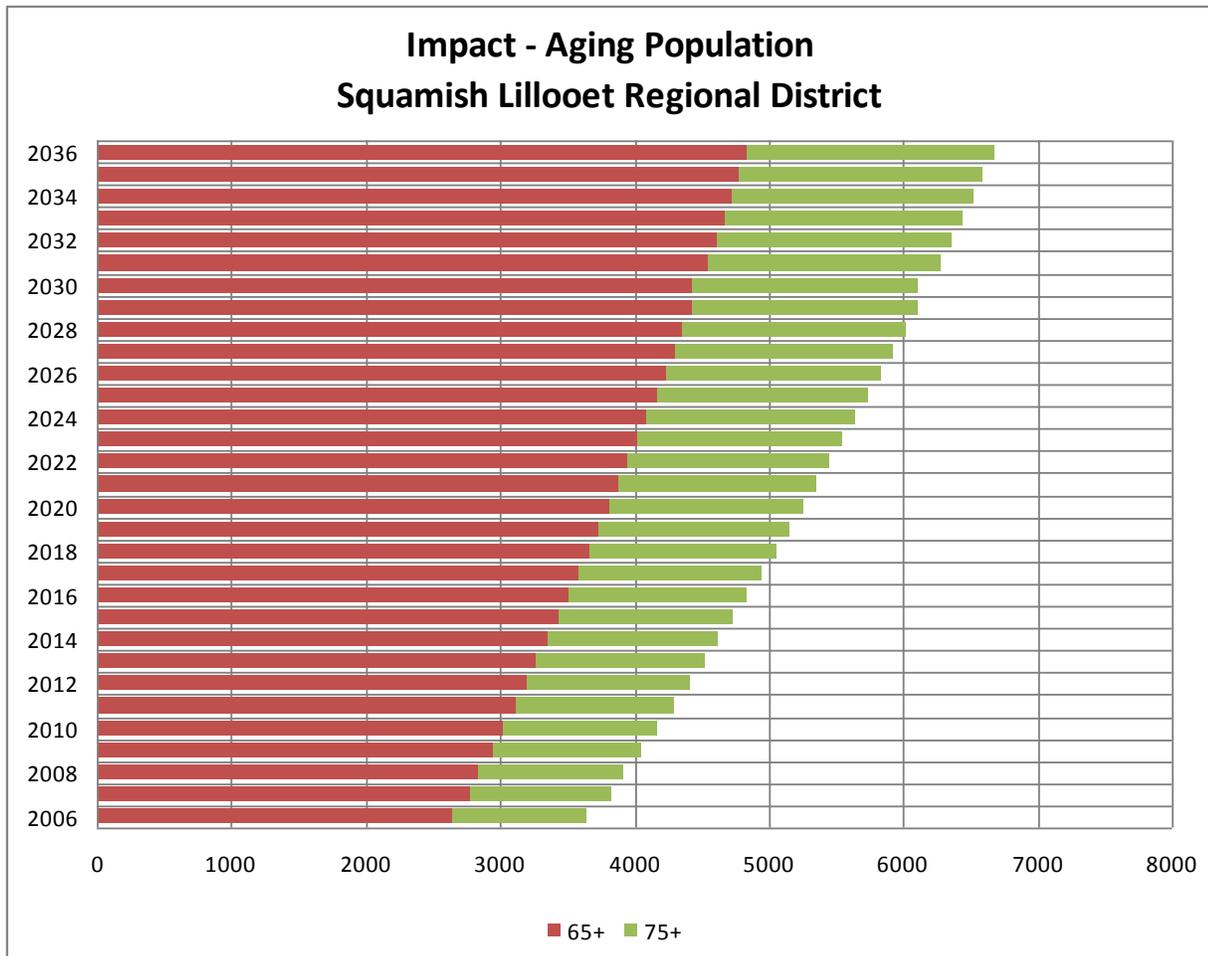
At the time of the 2006 Census, there were 2,640 seniors 65+ living in the Squamish Lillooet Regional District.

The data also shows that as the population ages, the number of individuals in the 65+ age cohort is expected to increase from 2,640 (7.5% of the total population) to almost 4,000 individuals by 2021. The data also shows that the number of individuals 75+ across the region is likely to increase from 1000 individuals in 2006 to almost 1,500 by 2021.

Based on the health and activity limitations data in the 2006 Census, the findings suggest that approximately 52% of all individuals in the 65+ age cohort are likely to have a health or activity limitation with this number increasing to 62% of all those in the 75+ age cohort.

For those Squamish Lillooet Regional District, this means that the number of individuals in the 65+ age cohort is likely to be around 1,375 in 2006 and increasing to more than 2,000 by 2021.

For those in the 75+ age cohort, this number is likely to increase from approximately 600 in 2006 to just over 900 by 2021.



Applying this to Squamish

Seniors 65+ and 75+

At the time of the 2006 Census, there were 1,335 seniors 65+ living in Squamish.

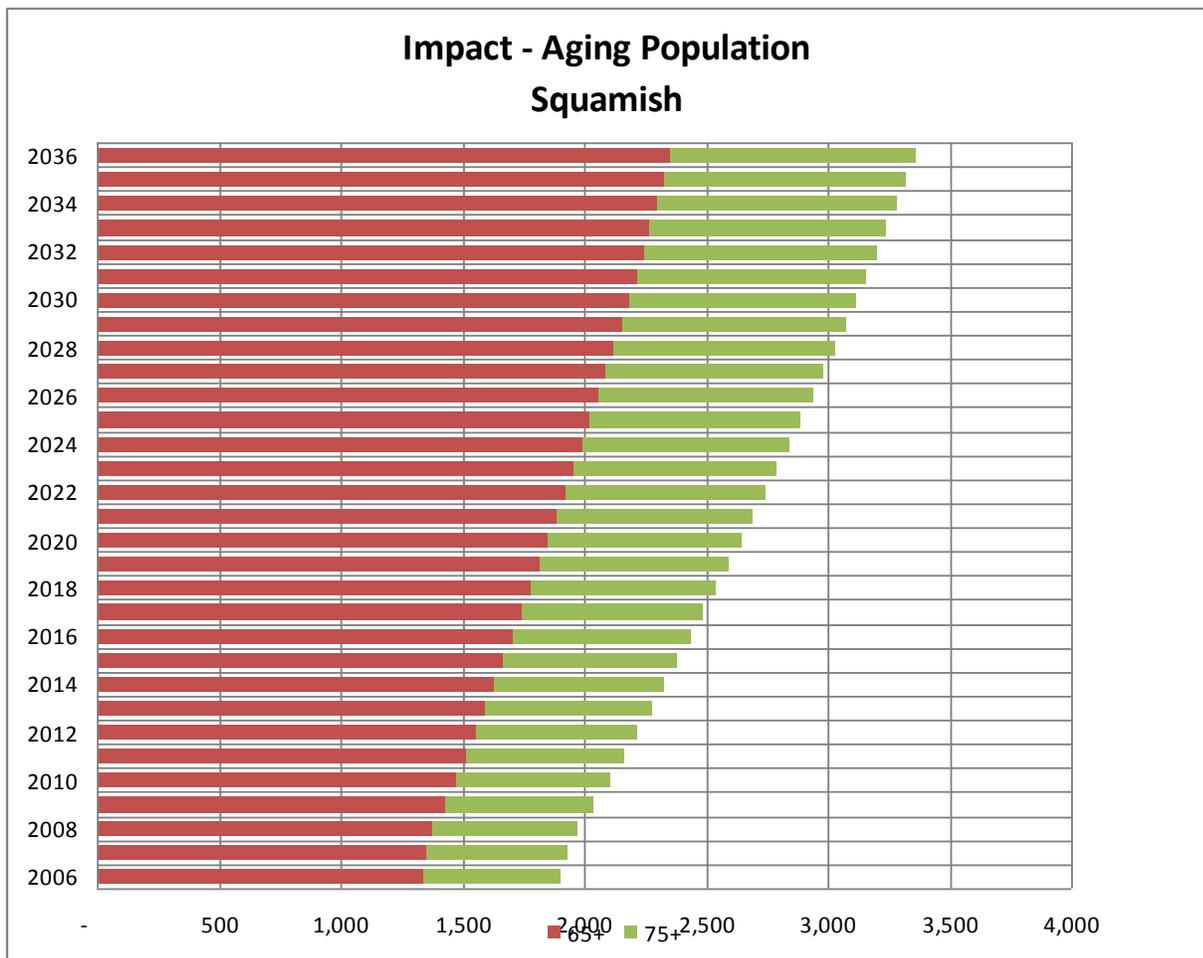
The data also shows that as the population ages, the number of individuals in the 65+ age cohort is expected to increase from 1,335 (8.9% of the total population) to almost 2,000 individuals by 2021.

The data also shows that the number of individuals 75+ across Squamish is likely to increase from 570 individuals in 2006 to just above 800 by 2021.

Based on the health and activity limitations data in the 2006 Census, the findings suggest that approximately 52% of all individuals in the 65+ age cohort are likely to have a health or activity limitation with this number increasing to 62% of all those in the 75+ age cohort.

For those in Squamish, this means that the number of individuals in the 65+ age cohort is likely to be around 695 in 2006 and increasing to almost 1,000 by 2021.

For those in the 75+ age cohort, this number is likely to increase from approximately 351 in 2006 to just under 500 by 2021.



Applying this to Whistler

Seniors 65+ and 75+

At the time of the 2006 Census, there were 360 seniors 65+ living in Whistler.

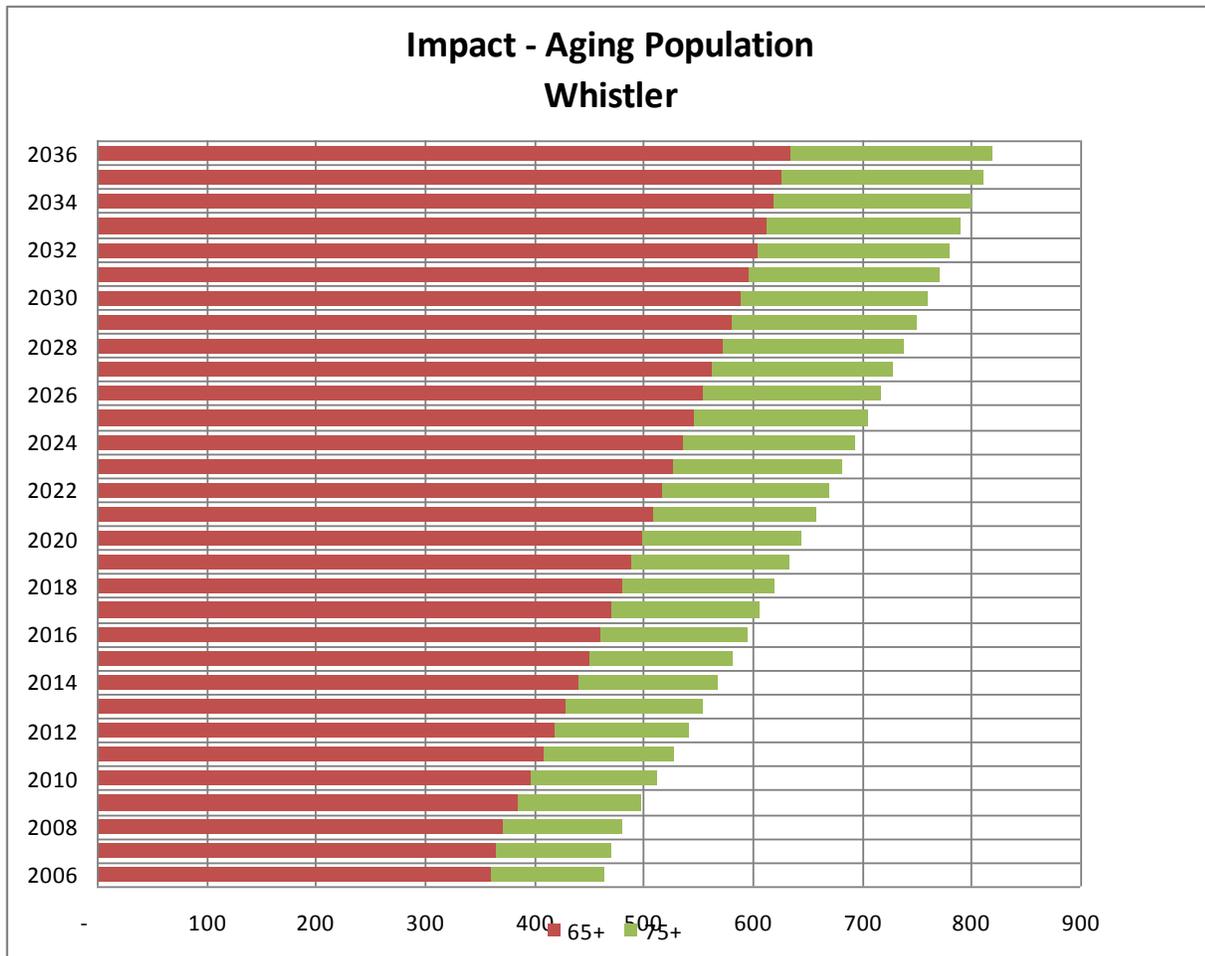
The data also shows that as the population ages, the number of individuals in the 65+ age cohort is expected to increase from 360 (3.89% of the total population) to just over 500 individuals by 2021.

The data also shows that the number of individuals 75+ across Squamish is likely to increase from 105 individuals in 2006 to just under 150 by 2021.

Based on the health and activity limitations data in the 2006 Census, the findings suggest that approximately 52.08% of all individuals in the 65+ age cohort are likely to have a health or activity limitation with this number increasing to 61.6% of all those in the 75+ age cohort.

For those in Whistler, this means that the number of individuals in the 65+ age cohort is likely to be around 187 in 2006 and increasing to almost 300 by 2021.

For those in the 75+ age cohort, this number is likely to increase from approximately 65 in 2006 to just under 100 by 2021.



Applying this to Pemberton

Seniors 65+ and 75+

At the time of the 2006 Census, there were 65 seniors 65+ living in Pemberton.

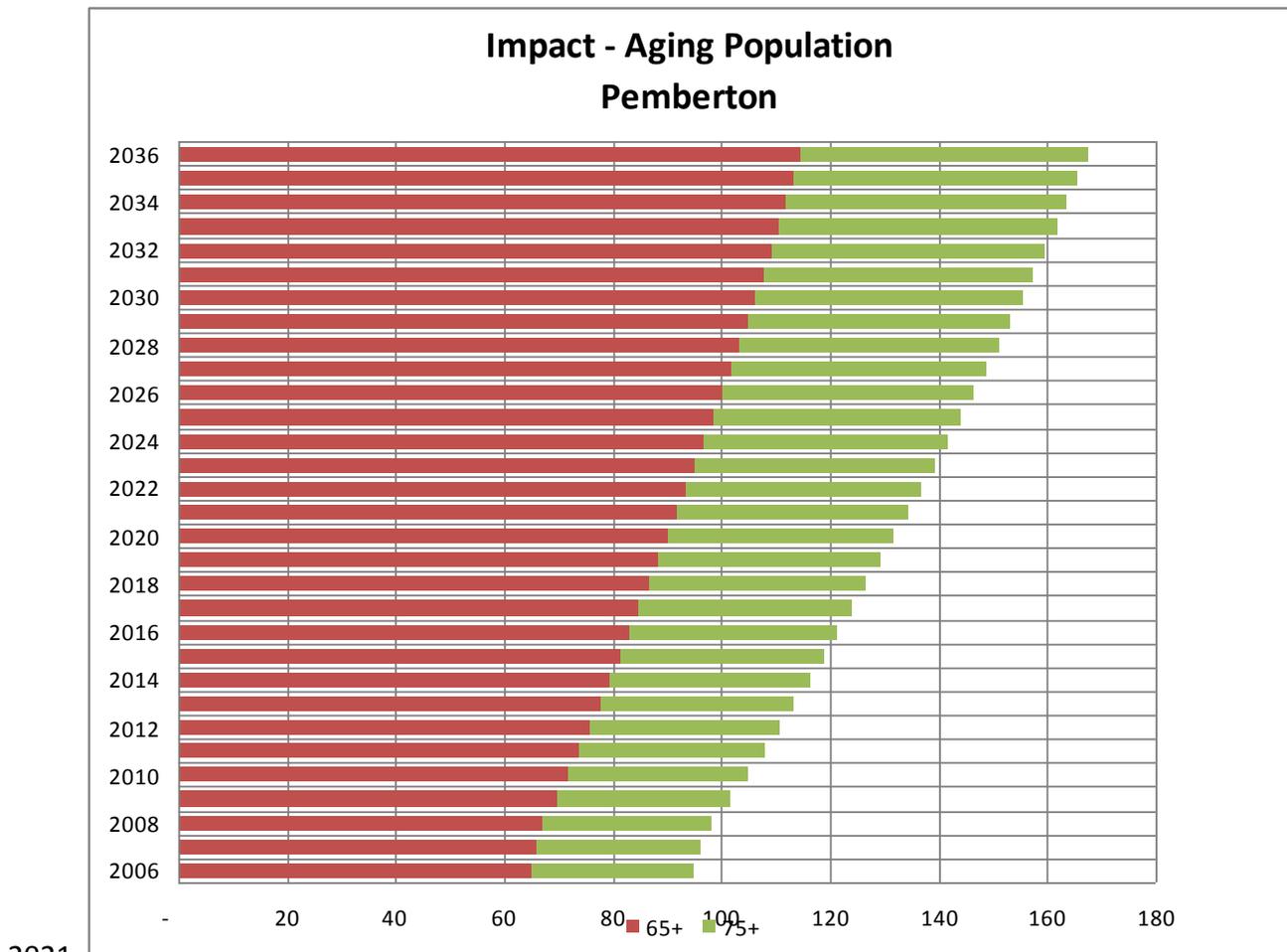
The data also shows that as the population ages, the number of individuals in the 65+ age cohort is expected to increase from 65 (2.97% of the total population) to almost 100 individuals by 2021.

The data also shows that the number of individuals 75+ across Squamish is likely to increase from 30 individuals in 2006 to just below 50 by 2021.

Based on the health and activity limitations data in the 2006 Census, the findings suggest that approximately 52% of all individuals in the 65+ age cohort are likely to have a health or activity limitation with this number increasing to 62% of all those in the 75+ age cohort.

For those in Pemberton, this means that the number of individuals in the 65+ age cohort is likely to be 34 in 2006 and increasing to almost 50 by 2021.

For those in the 75+ age cohort, this number is likely to increase from approximately 20 in 2006 to just under 30 by



2021.

Applying this to Squamish-Lillooet District C

Seniors 65+ and 75+

At the time of the 2006 Census, there were 110 seniors 65+ living in Squamish-Lillooet District C.

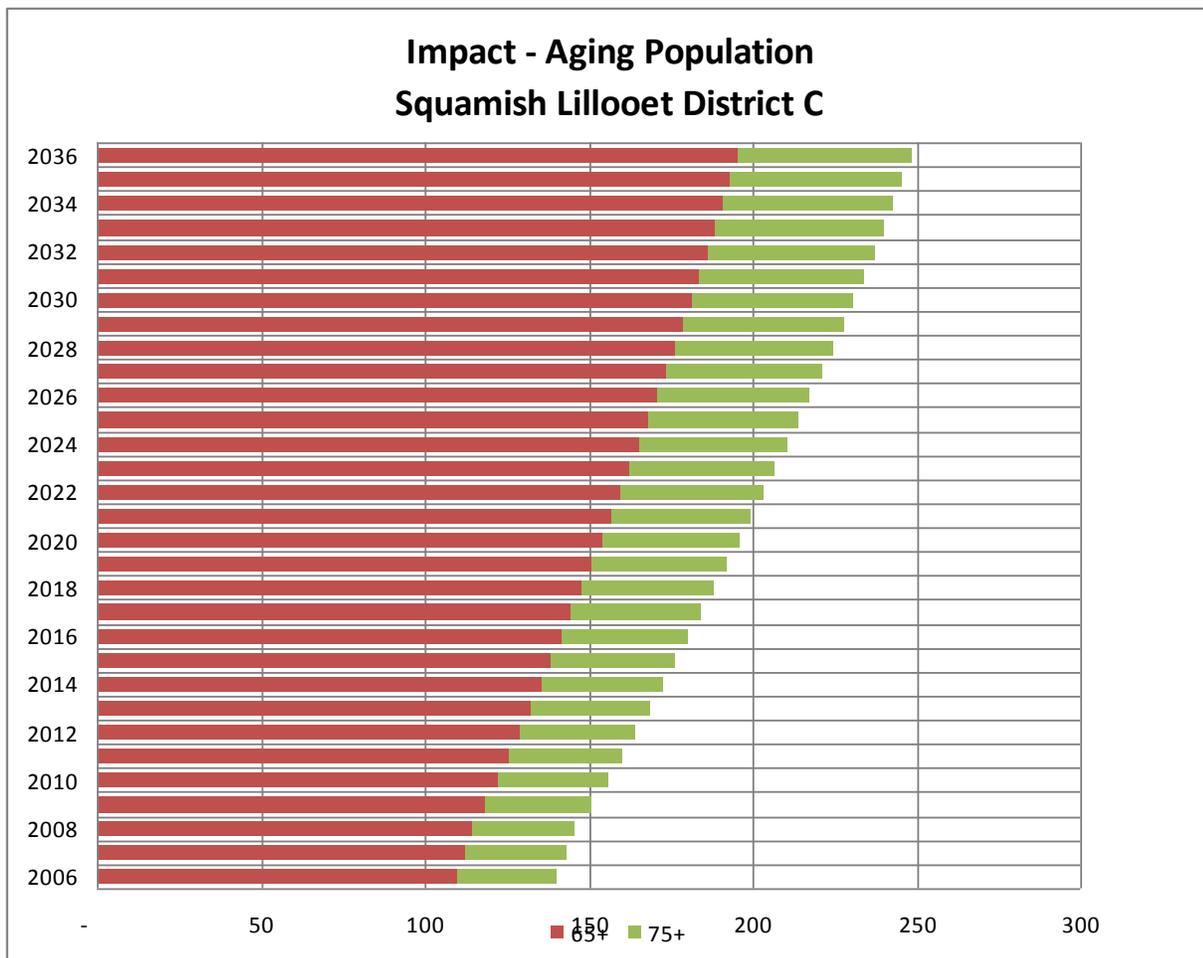
The data also shows that as the population ages, the number of individuals in the 65+ age cohort is expected to increase from 110 (5.88% of the total population) to almost 160 individuals by 2021.

The data also shows that the number of individuals 75+ across Squamish-Lillooet District C is likely to increase from 30 individuals in 2006 to just below 50 by 2021.

Based on the health and activity limitations data in the 2006 Census, the findings suggest that approximately 52% of all individuals in the 65+ age cohort are likely to have a health or activity limitation with this number increasing to 62% of all those in the 75+ age cohort.

For those in Squamish-Lillooet District C, this means that the number of individuals in the 65+ age cohort is likely to be 57 in 2006 and increasing to almost 82 by 2021.

For those in the 75+ age cohort, this number is likely to increase from approximately 18 in 2006 to just under 30 by 2021.



Appendix 2: Website Advertisement

FREE LUNCH AND DIALOGUE AT UPCOMING AGING IN PLACE COMMUNITY FORUM

September 30, 2010 ... Healthy lifestyles, a vibrant economy, affordable housing, protected parks and green space, accessible community services, thriving neighbourhoods, clean air and water, a sustainable environment, healthy public policy, and engaged citizens: A healthy community is all of this, and more.

What is your definition of a healthy community? Do you think Whistler is reaching healthy targets? Whistler residents are invited to have their say at the upcoming Aging in Place Community Forum, Thursday, October 14, from 10:30 a.m. to 3:30 p.m. at Spruce Grove Field House.

Facilitated by the Social Planning and Research Council of BC (SPARC BC), the forum, is an opportunity for Whistler residents to talk about issues and opportunities facing this resort community.

"The forum is for everybody and takes into consideration all ages, including people who grow up here, leave for university, and want to come back. The forum looks at how they fit into the community," said Sarah Tipler, Resort Municipality of Whistler (RMOW) Measuring Up coordinator. "It's a chance to have your voice heard."

Feedback from the forum will be the basis for a discussion paper that will be used to inform Whistler's year-long Official Community Plan (OCP) update.. To be as effective as possible, community feedback from events such as the Aging in Place Community Forum is essential to the OCP update.

All ages are invited to take part in the community forum. While acknowledging that seniors (55 years and older) comprise the fastest growing Canadian demographic group, the forum is an opportunity to address issues facing both young and old.

Aging in Place is defined as the ability to remain in one's home and community safely, independently and comfortably, regardless of age, income or ability throughout life's stages. It is an essential part of the community's Whistler2020 vision: "To be the premier mountain resort community - as we move toward sustainability." The community forum asks residents, "What tools, policy, programming, and infrastructure do you think Whistler needs to make that vision a reality?"

Light refreshments will be served and the forum is free. Don't miss out on an opportunity to dialogue with your neighbours about what matters to Whistler.

The Aging in Place community forum is one component of the Whistler through the Ages collaborative project, organized by the RMOW, Whistler Community Services, and the Mature Action Committee. The project is funded by UBCM 2010 Age-friendly Community Projects and Planning Grant funding. The RMOW grant application for the project was approved and chosen among more than 70 applications.

"Whistler through the Ages targets everyone and what they see as challenges to stay here. It's everything from affordability to how can I stay in Whistler if I break my leg?" Tipler said.

Other Whistler through the Ages initiatives scheduled for this fall include the launch of the Access Whistler Resource Guide for seniors at Creekbread, Tuesday, October 5 at 5 p.m. The restaurant is offering a \$20 special for a three-course meal with a portion of the funds going toward the Whistler Community Services Society.

A Whistler through the Ages Wellness Fair is also planned for later this year, with information on services and support available to the community from for all stages of life. More details on the wellness fair will be released later this year.

For more information about RMOW initiatives, visit whistler.ca. To get involved in Whistler's OCP update, visit whistler2010.com.

Aging In Place: Community Forum

Thursday October 14th, 2010
Spruce Grove Field House, Whistler BC
11:00 am – 4:00 pm

AGENDA

Welcome

Orientation

Large Group Discussion
Discovery Phase

Lunch

Small Group Discussion
Dream Phase
Design Phase
Destiny Phase

Reporting Back & Closing Thoughts

Next Steps for Whistler

Thank you & Evaluation*

* Please return your evaluation form to the registration table

Coffee and cookies**

**Please feel free to mix and mingle with one another

Appendix 4: Discussion Questions

List of Questions for Facilitators

Large Group Discussion

STAGE 1: DISCOVERY – “Appreciating”

11:20 to 12:00 p.m.

This part of the discussion will be done as part of a large group and will be led by SPARC BC. The purpose of Stage 1 is to explore what the RMOW currently does well with regards to embracing the population of all ages.

Key Questions:

- **If you knew a person who was thinking about coming to live in Whistler, what would you say to encourage them to move here?**
- **What are some things that Whistler has accomplished over the past five years to make the community more age-friendly?**
- **What are some of the positive amenities and services that RMOW currently provides for residents and tourists?**

Back Pocket Questions:

(Only use these questions if participants run out of things to talk about)

- What has the community done well to embrace different age groups?
- How did the 2010 Olympics/ Paralympics, help improve accessibility for everyone in Whistler?
- What drew you to make Whistler your home?

Small Group Discussion

INTRODUCTIONS

12:50 to 1:00 p.m.

Roundtable Introduction Questions:

- What is your name and what brings you out to this event?
- How long have you been a community member of the RMOW?

STAGE 2: DREAM - “Envisioning”

1:00 to 1:30 p.m.

Key questions:

Imagine it is the year 2020 now,

- **What does a fully inclusive and age-friendly Whistler look like?**
- **What affordable and accessible amenities would the community offer to different age groups?**
- **If you still live in Whistler, what kinds of activities would you want to participate in?**

Back Pocket Questions:

(Only use these questions if participants run out of things to talk about)

- **What kinds of adjectives or descriptive terms would you use to describe your age-friendly community in 2020?**
- **In a world where money was not an issue, what would you want so that you can age comfortably within your home community?**

STAGE 3: DESIGN – “Co-constructing”

1:30 to 2:00 p.m.

Key questions:

- **What can you do now in the community that will benefit you in 20-30 years?**
- **What do you feel are some key priority areas that the community can focus on now to prepare for the future?**
- **What are some issues/barriers that may prevent a person from continuing to live in Whistler and/or participating in community life? How can these be addressed?**

Back pocket questions:

(Only use these questions if participants run out of things to talk about)

- **If you were given a magic wand, how would you change Whistler to make it more age-friendly in 20 years?**
- **What role can you play in welcoming the aging population within the community?**
- **What role can you play in welcoming young adults within the community?**
- **What role can you play in making the community more welcoming to families with children?**
- **What do you think the community can do to become more welcoming for visitors and tourists?**

STAGE 4: DESTINY – “Sustaining”

2:00 to 2:30 p.m.

Key questions:

- **How do we ensure that Whistler continues to work to become a more age-friendly community?**
- **What are some markers of success for an age-friendly community?**
- **What can community members do to ensure that they have an ongoing role in creating an age-friendly community?**

Back Pocket Questions:

(Only use these questions if participants run out of things to talk about)

- How can we maintain the energy for this age-friendly project after we leave the workshop today?
- What are some creative ways that we can measure the success of this project?
- What are some key ingredients we would need from the community and from the municipality to keep this initiative going?
- How can we document success stories as this initiative moves forward?

Large Group Discussion

REPORT BACK

2:30 – 3:10

Find someone within your small group to report back on the discussion to the broader group.

Appendix 5: Results of Community Forum

Stage 1: DISCOVERY

Stage 1

Question 1: If you knew a person who was thinking about coming to live in Whistler, what would you say to encourage them to move here?

- | | |
|---|--|
| <ul style="list-style-type: none"> • Everything is here -> food & services -- We have come a long way in 25 years • Great schools - small class size, small number of students • Keeps you young - intergenerational mix • Small community with a lot of facilities (ie. Olympic quality facilities) • Tourism \$\$ • Exceptional adapted sports • Beautiful aesthetics (lights during Christmas) & natural beauty • 2 newspapers • Whistler embraces difference & change • Strong network of 55+ adults who are actively engaged in community life. | <ul style="list-style-type: none"> • Most amazingly supportive community • Amazing outdoor recreation opportunities • Amazing health care - doctors & emergency • Great place to raise children • Lots of organized and free activities for children • Great trails & bus network • Great to meet visitors • Opportunities to participate in intellectual & recreation opportunities • Great indoor opportunities (recreation) • Lots of employment & volunteer opportunities • Affordable housing (for employees) • Very polite community |
|---|--|

Stage 1

Question 2: What are some things that Whistler has accomplished over the past five years to make the community more age-friendly?

- | | |
|---|--|
| <ul style="list-style-type: none"> • Now the community embraces seniors • Valley trail expansion • More seniors' activities • We have bike racks (and buses) • More home based healthcare • CAT scanner and ultrasound in the community • hiring Melissa to assist seniors • MAC work | <ul style="list-style-type: none"> • Measuring up program in community • Not much not to like • New highway • Easy to get to YVR • People are happy • Improved accessibility • (ramps & intersections) accessible buses • MAC exercise program |
|---|--|

Stage 1

Question 3: What are some of the positive amenities and services that RMOW currently provides for residents and tourists?

- | | |
|---|---|
| <ul style="list-style-type: none">• Recreation centers• Village hosts• New kids' playground• Trails• Bus system• Improved medical system• Inspirational municipality - embrace accessibility & sustainability, inspirational leadership• Pretty village• Celebration plaza• Health care• WHA rentals and sales• Recreation and learning programs | <ul style="list-style-type: none">• Support organizations: WAG, ORCA• Great facilities: this building, library, website, Meadow Park Sports Complex, outdoor exercise machines in Meadow Park, Millenium Place• Inclusive hiring practices• Beautiful parks (including beaches)• Respect the value that all groups in society bring (intergenerational respect)• Great maps• Great water quality• Reuse-it centre• Recycling depots |
|---|---|

Stage 2: DREAM

Stage 2

Question 1: Imagine it is the year 2020 now, what does a fully inclusive and age-friendly Whistler look like?

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|--|---|
| <ul style="list-style-type: none">• Full time, good income positions• Affordable day care• Vibrant economy• Improved income security• 80% occupancy rate• Change municipal planning model• nip & tuck health facility• Be able to go to grocery store and groceries would be delivered• Able to manage my own garbage & recycling. Note: not just a senior's issue - what about younger people without cars! (Whistler depends on transportation)• Residential parking - covered!• Zoning• Monorail type transit system Creekside to Village - Function ->Emerald• <u>Fully connected</u> valley trail north to South• Common use of "electric bikes"• Using "hillside" to create homes on one level• Garages in underground parking• Land use - guidelines allow for universally accessible home building• Transportation - Handidart, accessible buses• Discounts for seniors in Meadow Park• Child care - more accessible• Lights at more intersections - to increase accessibility• Covered walkways• Meals on Wheels• Parking - access to be able to do errands etc.• Seniors' social centre | <ul style="list-style-type: none">• More facilities for specialists• day surgery facility• full MRI• retain what we have in place today (2010) - do not lose anything - and it will be well maintained (policies in place to protect existing services)• Seniors' activity centre• The bus route will have been expanded• Co-op car service• A facility that will provide independent & assisted living• Electric car stations• Night school courses• A wider offering of cultural activities• Expanded outreach library• Shareholder opportunities within WB structure• Economic diversification - educational (eg. University, Trade school)• Monorail to Vancouver• Zero waste• "Whistler" - look the same• More seamless transition for accessibility services and infrastructure• Growth in community• Growth only good if we have services to support• Limit on dogs & cats? How many can Whistler sustain?• Community doesn't grow that much more• How does Whistler sustain itself economically? What jobs/careers are available? |
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Question 1 Continued...

- Parking: more short term parking options - eg. Parking in each Lot 1-4 along the dyke - 1 hour free then ticket
- RDC Fund homes - affordable employee housing - research
- "I want 2 die in place. Live in my A Frame until I die"
- Dying/living in home
- Keep people home
- Same amount of old growth 1st
- "Yike Bike" -> New Zealand
- Electric vehicles suitable for valley travel - horns/bells on bikes
- One level homes
- Underground parking
- House design - Accessibility - Master on Main
- Currently zoned should be all ACCESS & AiP
- Rental units for Seniors to satisfy demand to release equity for living
- Assisted living facilities with walking distance of Village core
- Rental units for young people to satisfy demand without relying on privately owned suites
- Active
- Supportive
- Respective
- Sustainable
- Zero waste
- Institution of higher learning - support education for tourism jobs. Eg. Train bus drivers locally (in Whistler) instead of drawing them from Squamish
- Haven't blown our boundaries
- High tech industries
- Industrial area where taxes are kept down for local entrepreneurs - need incentives
- Regional transit needs to be funded by all & plot tax
- More special needs services in high school & especially after high school
- Better health care services, assisted living, nursing homes, overnight health services
- improved transportation: inside to lower mainland, railway
- Access to amenities using preferred modes of transportation
- Diversified economy
- interaction between generations
- Shared learning
- A community with further education opportunities
- More job opportunities for children that have been raised here
- Friendly
- Inclusive
- Clean
- Welcoming
- Intergenerational

Stage 2

Question 2: What are some things that Whistler has accomplished over the past five years to make the community more age-friendly?

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| <ul style="list-style-type: none">• Affordable day care• Expanded accessible medical facilities• affordable rental housing• affordable seasonal accommodation• community gardens• support services improved - reduce the isolation eg. "seniors helping seniors"• more accessible and convenient transfer stations• Monthly welcome sessions for new residents• Improved transportation - hub & spokes - more seamless• Free bus service - modeled on Benchlands service• Outdoor skating rink• Huge gap after high school for people with disabilities• Improvements may require our community to be too large - need to balance our needs and wants relative to our size• Cooperation and collaboration within organization, corporation & community groups• Free recreation opportunities - cross-country, rec centre• W/B better local pricing on passes• Encourage private companies to better support of community amenities• Enhanced transportation• Learning campus• Senior center• After school activities - elementary, secondary. Eg. Electronic arts• Neighbourhood garbage pick up | <ul style="list-style-type: none">• Funding for home modifications• WHA - <u>all</u> housing built with universal access• Conserve the green space - bed cap remains in place!• Remainder of unused bed units - universally accessible for tourist or resident use!• Development of secondary jobs & industry, not just tourism• Housing affordability in market housing• Economic & Ethnic Diversity• Outdoor ice arena• Family friendly activities winter or summer• Old Growth forest protected• Curling rink in Whistler - multigenerational dream• HandiDart• Childcare +• Hwy 99 - Ae to Lohe Rd -> Traffic light• Traffic lights create accessibility• Covered walkways/ramps/paths• Add more roof over• Meals on wheels• Home care• Health care professionals available on a regular basis <u>in Whistler</u>, eg by month. Cardiac, orthopedic, etc.• Specialists visit Whistler• Outreach practice clinic• This eliminates regular trips to city to see these specialists• Cardiac rehab group in Whistler• Arts & culture programs• Enhanced youth leadership programs• Continuing education programming |
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Stage 2

Question 3: If you still live in Whistler in 2020, what kinds of activities would you want to participate in?

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| <ul style="list-style-type: none">• Theatre• Skiing• Golf• Hiking• Canoeing• Kayaking• A snowboard free ski run• A ski free snowboard run• With our improved health care facilities, we would continue doing everything that is currently available - the list is too long to write here!• Seniors' golf club• Seniors' x-country ski team• Continuing education: lecture series• Travel clubs• Card games• Community calendar - communication channels• Lunch program | <ul style="list-style-type: none">• Social area - using already existing spaces/facilities• Music get together• What's affordable to me? (Definition)• Same as now• "Age in place" & do what you're doing• Sr. Ski Team• MAC class• Golf• Biking• Curling• Bridge group• University level classes• Expanded Farmers' market• Day care• Affordable children's activities• Bike storage in Village• Seniors' center or curling• "same stuff I'm doing now"• Classes, clubs, activities: dancing, entertainment |
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Stage 3: DESIGN

Stage 3

Question 1: What can you do now in the community that will benefit you in 20-30 years?

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| <ul style="list-style-type: none">• Recycle• Compost• Re-use• Promote innovative solutions to the above 3 activities• don't drive as much - walk• Be the change that you want to see. ie. Get involved• Encourage economic diversity, e.g. a university, trade school• Being good ambassadors• Attract more big events to Whistler• Increase cultural tourism• Increase wellness/health tourism• Speak up - be a VOICE• Strengthen seniors' advocacy role• Promote seniors' housing• Promote seasonal housing• Go skiing• Good government (municipal)• Define a vision, back casting, leadership• Ensure that seniors get a centre - drop in centre for seniors• Apartments for seniors• Drop in centre for young adults | <ul style="list-style-type: none">• Sustainability - diversity but still work as a functioning community• accessible services• Email notifications of events• Contribute, volunteer, participate• Continue backyard brainstorming• Build a learning campus• Vote• Actively participate in welcoming visitors• Service desks in every accommodation• Meeting November 4th & Speak up• Stay healthy• Participate in planning• Demand Whistler-specific dates• Policy - new developments or redevelopments be built as "universally accessible"• Participate in planning• Redevelop/develop -> Universal Accessibility• Ensure more inter-generation activities/opportunities for intergenerational mixing• Social system for mixing |
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Stage 3

Question 2: What do you feel are some key priority areas that the community can focus on now to prepare for the future?

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| <ul style="list-style-type: none">• improve community services, linkages that are simpler, more communication• Share resources and learnings, do not need to reinvent the wheel• Face to face support. Access Guide is great but doesn't replace the need for a person.• Learning for seniors eg. "getting online courses"• Education - training programs appropriate to Whistler to ensure youth can stay and make a life here• Educate tourists about the valley• Well advertised community calendar• We think the planning model• Encourage investment opportunities• Affordable office space• Subsidized business model• Efficient allocation of resources with accountability• Address climate change• Attracting retainees• Open YVR• Assisted care facility• Senior center• Transportation system is ineffective for seniors | <ul style="list-style-type: none">• Valley trail - grade - negotiate right-of-way to accommodate a lesser grade• Transportation: <u>accessible</u> buses, increased or better schedules services, HANDIDART• Accessibility: Parking, Valley Trail, Transportation• Trail design/IT• 4D] max 4-5% grade in all trail design• Refer to recreation Master Plan• Address Valley Trail deficiencies• Accessibility• Transportation/Partners [Polaris?]• Dyke side - short term• C20 free• Lot 4 Day• Review underground parking• Curling rink• Health professionals/specialists with an outreach practice in Whistler• Rental units for seniors• Not enough support systems or amenities for seniors or for people with mentally handicapped individuals• Need for more home support, respite |
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Stage 3

Question 3: What are some issues/barriers that may prevent a person from continuing to live in Whistler and/or participating in community life? How can these be addressed?

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| <ul style="list-style-type: none">• Death (better medical services)• Financial (attention to affordability in all areas)• Snow removal (improved maintenance)• Weather/ice issues (improved maintenance)• Housing (should be affordable for all ages & stages)• Wages (a living wage campaign)• Health (improve access, Handidart, to needed services)• Isolation (identify needs & facilitate social intercourse, make print materials available)• Visitation (e.g. public health nurse visits)• Spousal problems – marriage counseling• Handidart – us to them and them to us• Snow and ice, nature• Covered carports, build within setbacks• Affordability/taxes based on assessed value• Rent take away to defer property taxes after GO• Disaster planning for seniors• Hire locals first• Children who are born and raised in Whistler should have an opportunity to apply to a special category on the "WHA Wait List" when they graduate from high school | <ul style="list-style-type: none">• Health services• Public transit accessibility (Handidart, little shuttles)• Cost of affordable housing and support housing• Affordable housing for youth/young adults, system link WHA• Health care (assisted living)• Snow and ice• Affordability (property taxes are too high) – Continue to be able to defer property taxes• Insufficient health services• Employment – lack of secondary jobs & too much focus on tourism• Development/redevelopment of housing – cost of building universally accessible homes is ++ more• Transportation• Meaningful employment• Service levels in health care• Senior's club with club house facilities – provides support network and important community linkages• Property taxes are escalating at an unsustainable rate (especially related to rental units)• Municipal rental units are competing with mortgage helpers. |
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Stage 4: DESTINY

Stage 4

Question 1: How do we ensure that Whistler continues to work to become a more age-friendly community?

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| <ul style="list-style-type: none">• Become a council member• Community groups need to keep re-educating the planners• Attract families by ensuring a strong & vibrant school system which embraces an age-friendly community system• Ensure age-friendly policies are enshrined in the OCP• Get the word out that Whistler can be affordable• By doing what we are doing - Aging in Place forum, community forums• Be open to listen to values and needs of the entire community• Continue with community engagement• Cooperation, facilitate linkages & partnerships• Education• Discussions around opportunities• Retirement seminars• Synergy - keep our energy, passion, thoughts, ideas• Better job of advertising - spend more | <ul style="list-style-type: none">• Community newspaper calendar• Free activities• Incentives for business start up• Stay here and be the "squeaky wheel" - demand what you need to stay here• Engage separate groups to support it• "Aging in Place" policy: housing, transportation, parking, recreation, services-free, services-fee based, discounts, urban planning• Checklists/standards• Rollover - 2 sidewalks• Don't leave - stay & maintain - to be welcome• Engage groups separately - concerns do crossover• Develop a senior place policy: Checklist, accessibility, transit, housing, servicing, urban planning, CSA Standards adopted• How many seniors? Demographics• Measure how many people leaving/staying & reasons?• Demographics -> Public based health care on a free for services basis |
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Stage 4

Question 2: What are some markers of success for an age-friendly community?

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| <ul style="list-style-type: none">• Formation of Measuring Up Committee• Hiring a senior's advocate• Stronger cultural opportunities• Longer life expectancy• Affordable housing price capped over time• More people staying longer• Your voice matters• Higher average age over 65• Smiling faces, happy people• Active, productive, healthy population• Intergenerational opportunities to mix - places/events• Arts & Culture• Number of retirees moving to Whistler• Number of current residents staying in age bracket 70-90• Engage - Seniors, middle aged, young people, contests, incentives | <ul style="list-style-type: none">• How do we keep young families here? Day care, jobs affordability• Sufficient seasonal workers• Number of people leaving & lessons• Number of people staying & lessons• Units of seniors' housing• Number of seniors living at home and want to stay• Survey: Where do you live? How long to stay?• LIVING WAGE - City of New Westminster• Data: targeted, long form Census?• Use what you can: MAC, VHC, WCSS, effective surveys• Participation in programs - seniors' center, active seniors -> services, targeted peer to peer services, mall in center, Daily living• Create action- this is what we need to do to achieve |
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Stage 4

Question 3: What can community members do to ensure that they have an ongoing role in creating an age-friendly community?

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| <ul style="list-style-type: none">• Get involved & continue to be involved• Reach out more aggressively• Connect with second homeowners to identify their intentions• "Welcome Wagon" type event to connect seniors & get them involved. How do we pursue this idea? | <ul style="list-style-type: none">• Hire locally• How can we maintain the energy for Aging In Place? Whistler 2010 Website, talk to people about it, newspapers, everyone join M.A.C. |
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Appendix 6: Results of Youth Advisory Group Discussion

Stage 1: DISCOVERY

Question 1: If you knew a person who was thinking about coming to live in Whistler, what would you say to encourage them to move here?

- Check out all the wildlife and wilderness; experience nature
- People are appreciative of the environment
- Valley Trail
- Air- clean air, no pollution
- The Mountain is a big thing/draw

Question 2: What are some things that Whistler has accomplished over the past five years to make the community more age-friendly?

- W2020
- Opened up discussions about post-secondary education
- W/B student pass
- Youth Centre

Question 3: What are some of the positive amenities and services that RMOW currently provides for residents and tourists?

- Information centres
- Volunteer hosts; “ask me”
- Clinic
- Valley Trail
- Meadow Park Sports Centre

Stage 2: DREAM

Question 1: Imagine it is the year 2020 now, what does a fully inclusive and age-friendly Whistler look like?

- Post-secondary education opportunities
- Increased communication and opportunities to engage
- The natural environment is valued
- The Village is fully accessible and accessibility is convenient
- Increased opportunities to learn ex: ASL (sign language)

Question 2: Imagine it is the year 2020 now, what affordable and accessible amenities would the community offer to different age groups?

- More arts and culture more often
- Seniors community centre close to the Village
- Highway 99 bus, or some sort of North/South express bus
- Bus stops on both sides of the highway

Question 3: If you still live in Whistler in 2020, what kinds of activities would you want to participate in?

- N/A

Stage 3: DESIGN

Question 1: What can you do now in the community that will benefit you in 20-30 years?

- Participate in OCP update
- Engage in W2020 and task forces
- Recognize that we need to be sustainable
- Learn from Whistler and community and share knowledge with other places and people
- Start saving money

Question 2: What do you feel are some key priority areas that the community can focus on now to prepare for the future?

- Parks and lakes
- Village
- Mountain
- Waste management enforcement in hotels and restaurants (recycling and composting)
- Tree farms
- Alternative energy (green)
- Global warming and climate change and the impacts on tourism
- Risk assessment/disaster management
- Protect our forests—carbon sinks and ecosystem services

Question 3: What are some issues/barriers that may prevent a person from continuing to live in Whistler and/or participating in community life? How can these be addressed?

- Waste facilities- difficult to access, current system does not encourage/facilitate positive actions. Need to create “mini” facilities in each neighbourhood.

Stage 4: DESTINY

Question 1: How do we ensure that Whistler continues to work to become a more age-friendly community?

- N/A

Question 2: What are some markers of success for an age-friendly community?

- The possibility for someone to be born here and die here

Question 3: What can community members do to ensure that they have an ongoing role in creating an age-friendly community?

- Create more equal opportunities to engage in the community (esp. for youth)
- Create intergeneration programs and increase opportunities for intergenerational interaction. Ex: Whistler Secondary School credits to help seniors