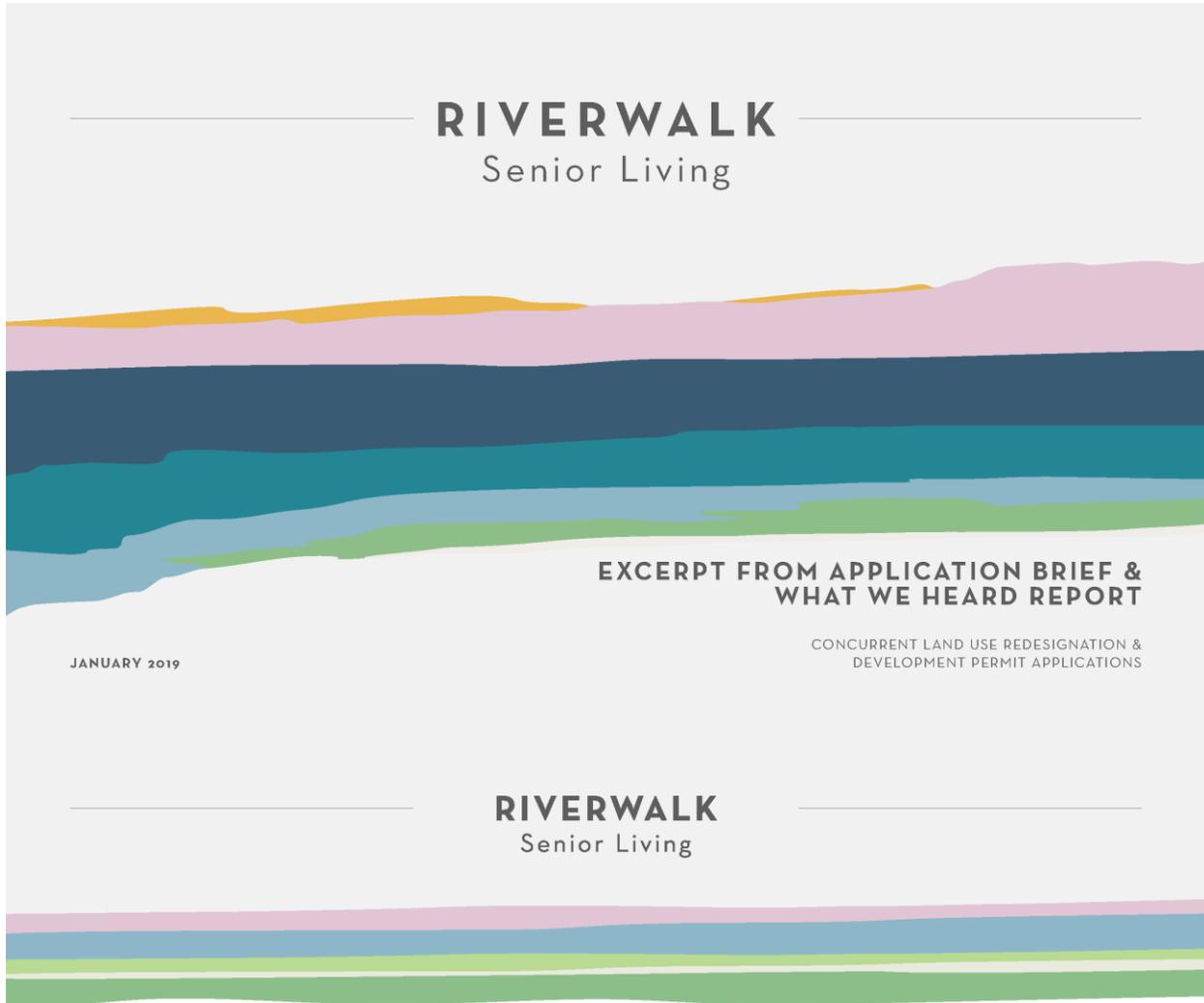


Application Brief (What We Heard Report and Community Benefit details)



PREPARED BY



ON BEHALF OF



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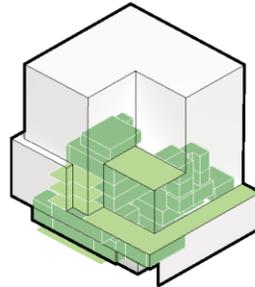
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Designing for a Continuum of Care

NEED-BASED BUILDING DESIGN

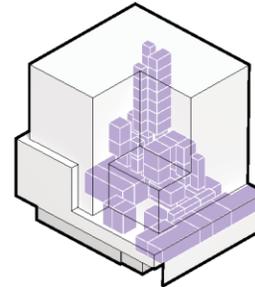
The design of Riverwalk is 'purpose built' to enable local seniors to live independently for as long as they can, while providing the comfort of knowing support is close at-hand as their needs change or grow. This ambitious goal requires a building large enough to accommodate the residents and all of the non-residential components necessary to deliver the supportive continuum of care services while maintaining relative affordability.

The significant amount of space dedicated to essential programs, services and amenities results in a building that is considerably less efficient than a comparable multi-residential building, which is typically comprised of 85% residential units, 15% internal amenity space, operations and circulation space. By comparison, Riverwalk is made up of 57% residential units, 43% shared indoor amenity space, staff, operations and circulation space, in addition to ~9,200ft² of outdoor amenity space.



AMENITY + GATHERING SPACES

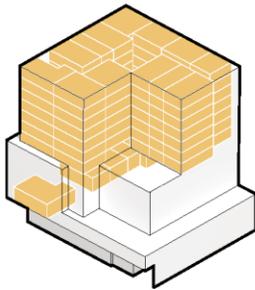
Access to outdoor and communal gathering spaces is critical to providing continuum of care residents with a high quality of life, full of opportunities for social interaction and meaningful relationship building. Because some residents require a higher level of care and assistance, outdoor amenities located within the building envelope are crucial to ensuring continued access to the outdoors in a safe and secure environment.



STAFF + SERVICE / OPERATIONS

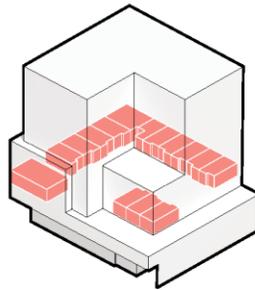
A comprehensive continuum of care seniors residence like Riverwalk requires a full of team of dedicated support staff, along with additional space dedicated to operations activities like laundry, housekeeping, and food preparation. These staff and operations areas require a substantial dedication of space within the building envelope.

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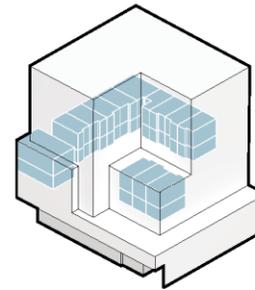
INDEPENDENT SUPPORTED LIVING

While all suites incorporate age and accessibility appropriate design guidelines, Independent Supported Living units are designed for somewhat active seniors who want to maintain a measure of independence, but require some support. These units are smaller apartments that include a convenience centre, laundry for personal effects and access to the extensive common amenities, along with a full complement of supportive services included in the monthly rental fees.



ASSISTED LIVING

Assisted Living units are specifically tailored for seniors requiring temporary or ongoing assistance with the activities of daily living including eating, mobility, dressing, grooming, bathing, passive exercise and administration of externally prescribed medications. Dedicated amenities and operational areas will include a staffed care station, dining room and servery, activity rooms, laundry, lounge areas, a spa/tub room and dedicated outdoor spaces.



DEMENTIA / MEMORY CARE

Dementia / Memory Care units take into account the needs of seniors with mild to moderate cognitive impairment, Alzheimer's and other forms of dementia requiring a more specialized level of care. Dedicated amenities and operational areas include a staffed care station, dining room and servery, activity rooms, laundry, lounge areas, spa/tub room and protected outdoor space.

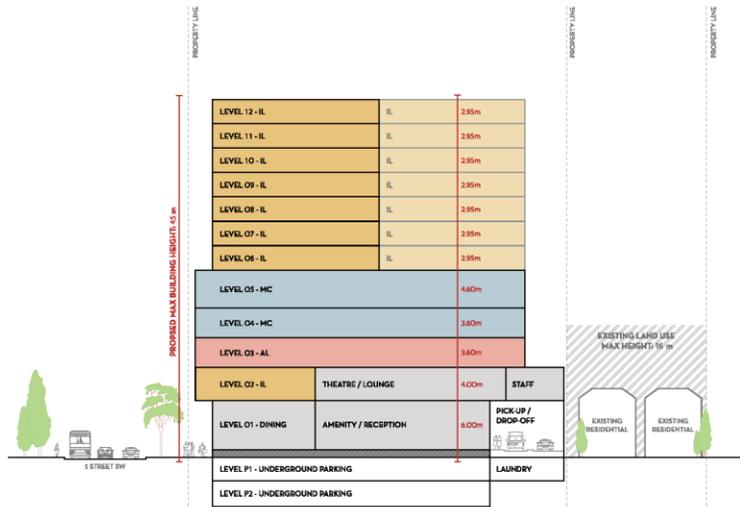
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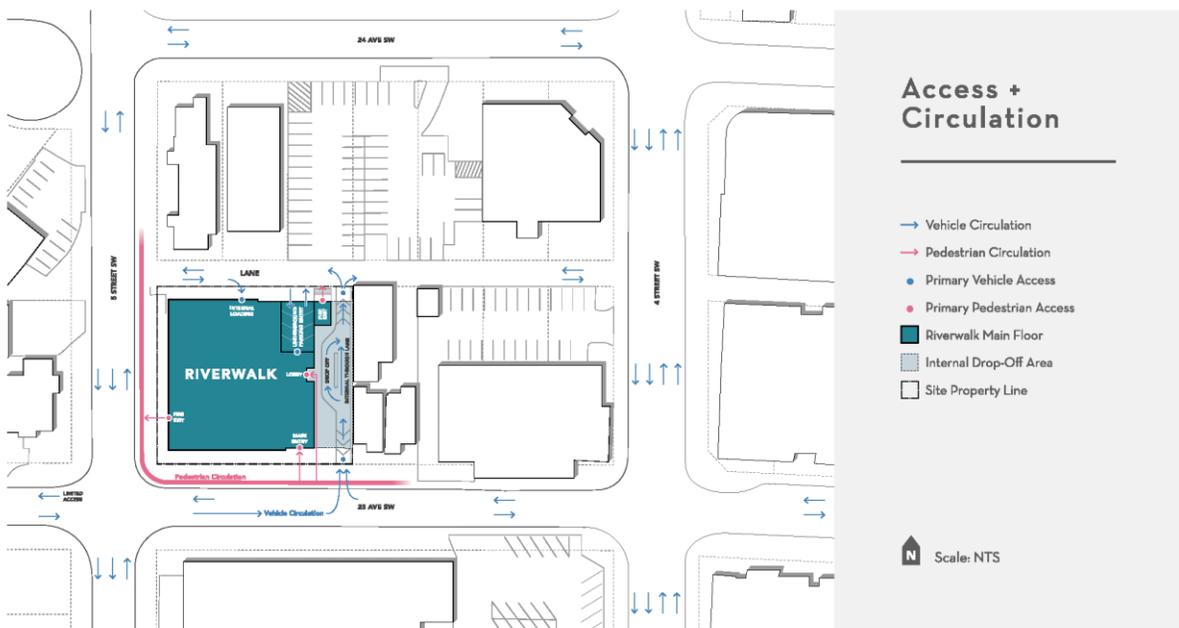
Building Section

- Independent Living
- Assisted Living
- Memory Care
- Grade at City-Required Floodway Elevation

25 Avenue SW Interface:
Looking north



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31

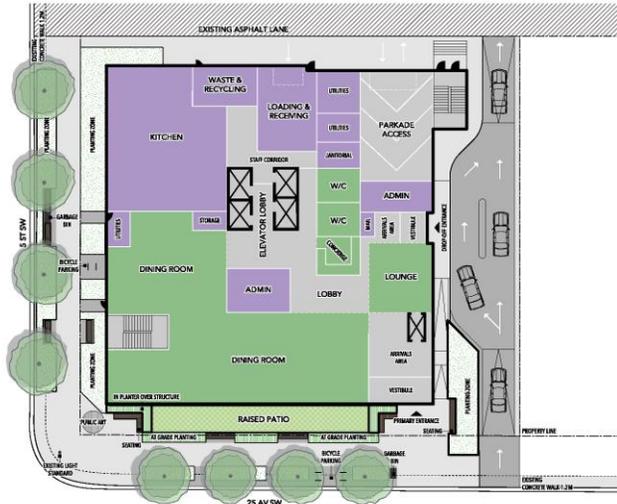
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Building Floor Plans

LEVELS 1 - 3

- Independent Living Unit
- Assisted Living Unit
- Service/Mechanical
- Indoor Amenity
- Outdoor Amenity
- Circulation
- Elevator

N Scale: NTS



LEVEL 1: MAIN FLOOR + PUBLIC REALM

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LEVEL 2: AMENITIES, OPERATIONS + INDEPENDENT LIVING



LEVEL 3: ASSISTED LIVING + COMMON OUTDOOR AMENITY

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Building Floor Plans

LEVELS 4 - 12

- Independent Living Unit
- Memory Care Unit
- Service/Mechanical
- Indoor Amenity
- Outdoor Amenity
- Circulation
- Elevator

N Scale: NTS



LEVELS 4 - 5: MEMORY CARE

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LEVEL 6: INDEPENDENT LIVING +
COMMON OUTDOOR AMENITY



LEVELS 7 - 12: INDEPENDENT LIVING

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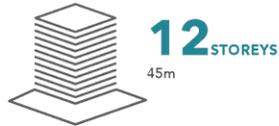
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By The Numbers

RIVERWALK SITE AREA



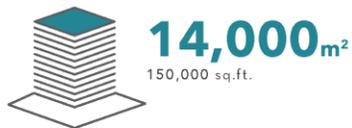
BUILDING HEIGHT



DWELLING UNITS



GROSS FLOOR AREA



FLOOR AREA RATIO (FAR)



PARKING STALLS



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Design Concept View

A

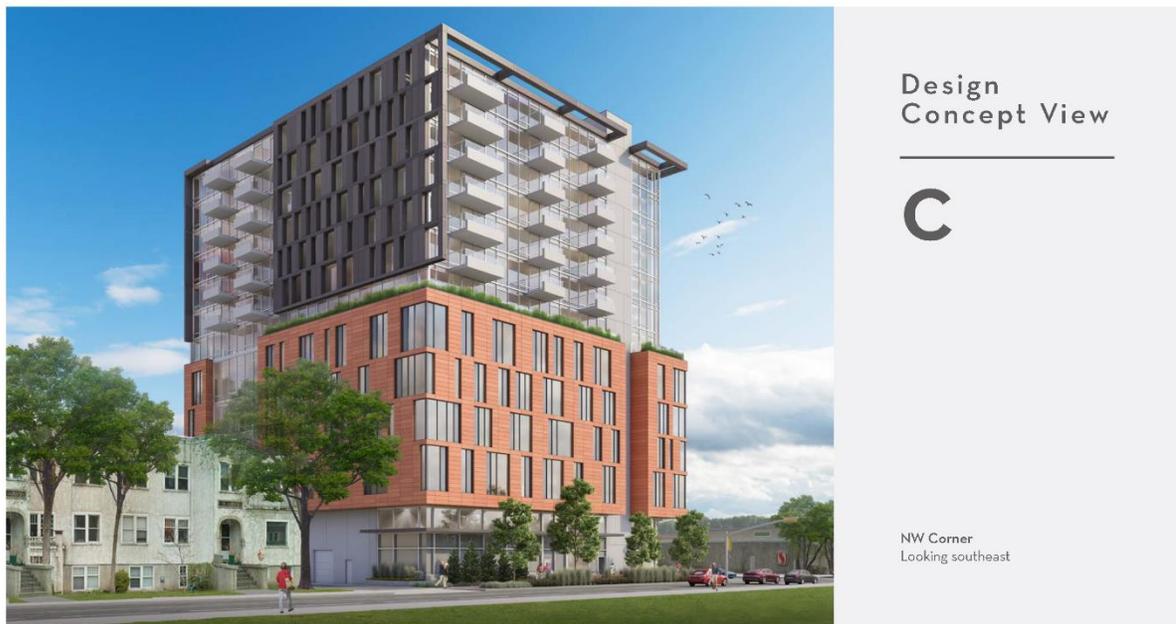
25 Avenue SW Interface:
Looking northeast

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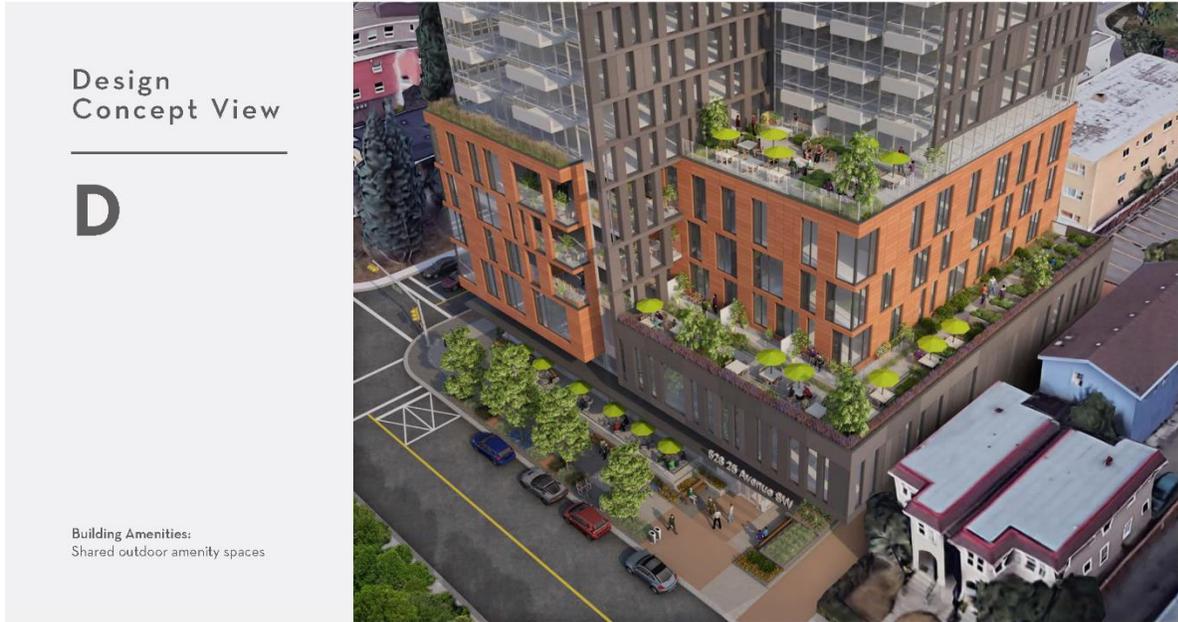


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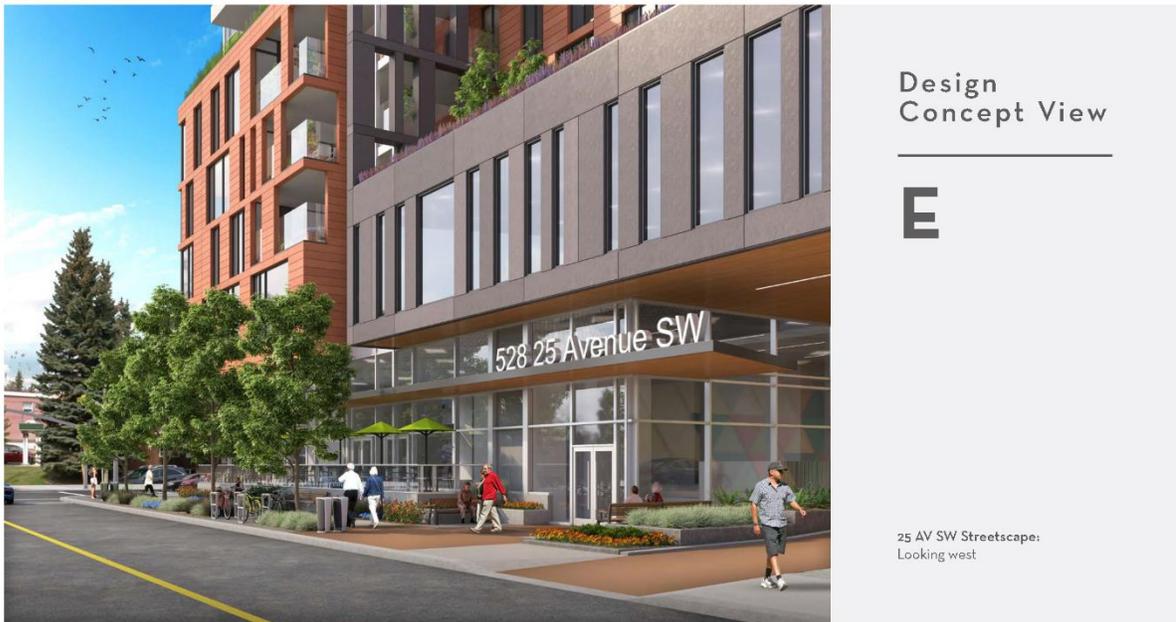


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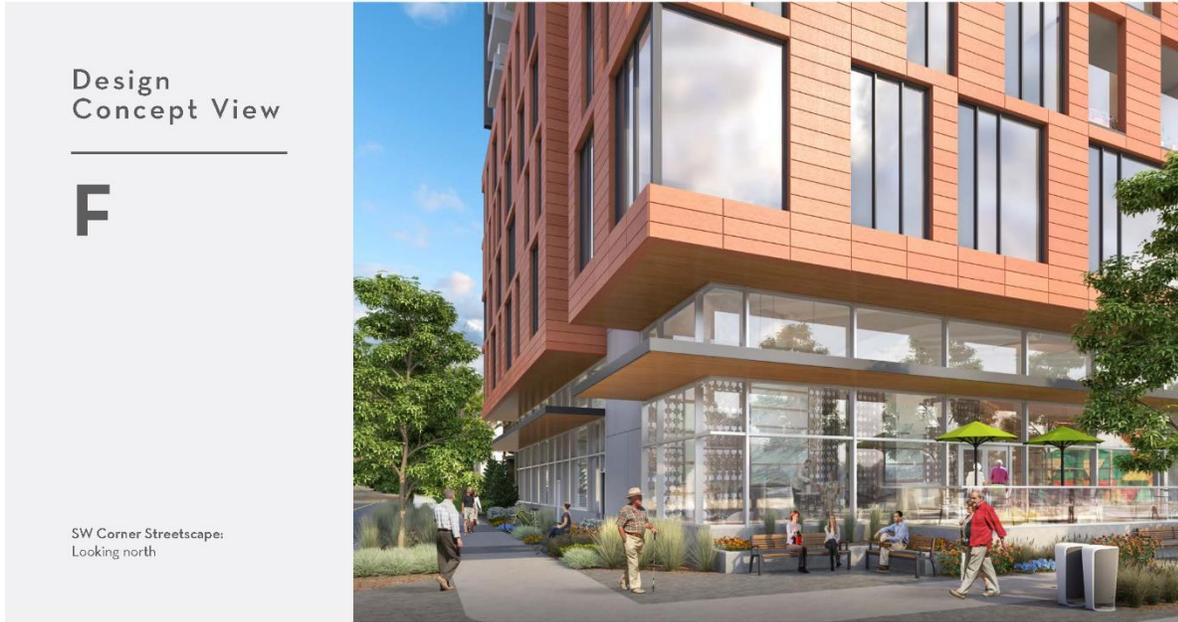


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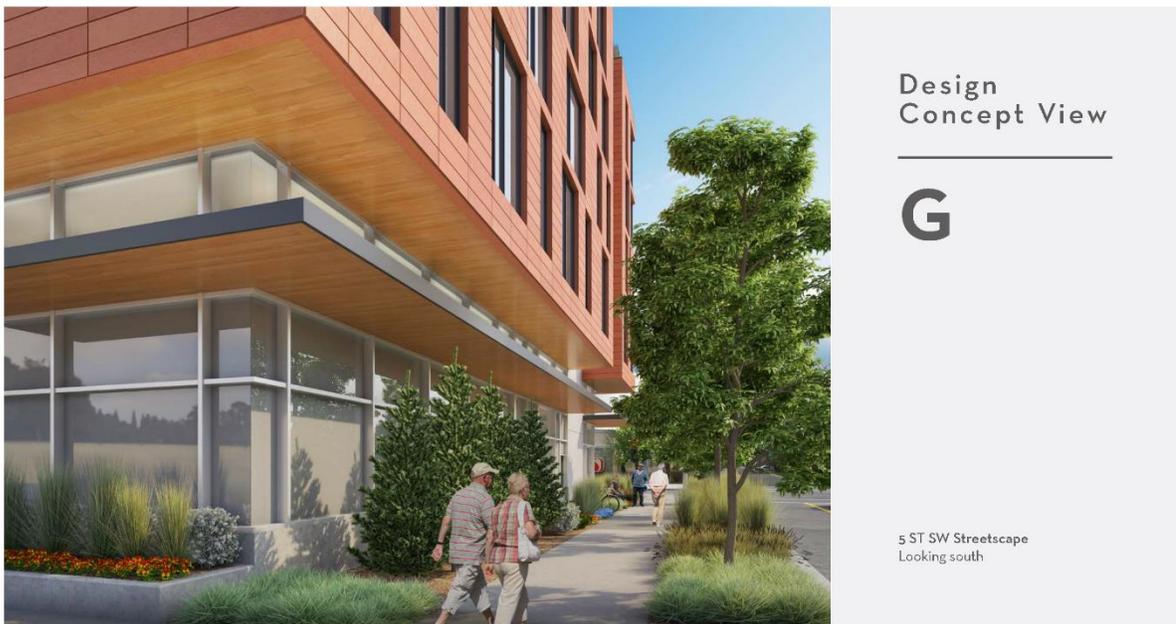


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Sun-Shadow Study: Summer Solstice



NOTE: Sun shadow studies and diagrams are created using industry standard modeling practices to help illustrate how the sun moves across a study area, and estimate the potential shadows that could be cast by proposed development upon the existing surrounding context. The results of sun shadow studies are conceptual in nature and represent an interpretation of the proposed architectural design, surrounding built form and natural features. Study areas without significant topography (6th grade) change across the area assume a flat grade model surface. Simulated dates and times are based on established Civil Calendar parameters.

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Sun-Shadow Study: Fall & Spring Equinox



NOTE: Sun shadow studies and diagrams are created using industry standard modeling practices to help illustrate how the sun moves across a study area, and estimate the potential shadows that could be cast by proposed development upon the existing surrounding context. The results of sun shadow studies are conceptual in nature and represent an interpretation of the proposed architectural design, surrounding built form and natural features. Study areas without significant topography (6th grade) change across the area assume a flat grade model surface. Simulated dates and times are based on established Civil Calendar parameters.

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What We Heard & Team Response



Cafe Open House Events



Engagement Storefront

THE PROCESS

The engagement process was designed to provide multiple opportunities for people to learn about the vision for the site and to share their thoughts. Through our multiple engagement channels, we heard from community members in many ways but the vast majority of comments were received through one-on-one conversations.

In addition to meetings with adjacent landowners, neighbours, the Community Association, the BIA, and individual local businesses, our public on-on-one engagement opportunities included: 8 hours at the Lilac Festival, 44 hours of staffed storefront sessions, and 9 additional hours of open house sessions across three separate events.

Reflecting on the 50+ hours of on-on-one discussions and reviewing the feedback collected throughout the engagement process, the project team identified key themes and sub themes. The themes outlined in the following pages are broken down into:

- What We Heard
- Project Team Response

Each project team response attempts to address the questions, comments and input received throughout the process. Changes and non-changes to the proposal resulting from issues or concerns are also identified. Each section includes examples of verbatim comments from the process.

KEY THEMES

1. LOCATION, ACCESSIBILITY • AMENITIES

2. BUILDING HEIGHT

3. SENIORS/CONTINUUM OF CARE

4. ARCHITECTURE & DESIGN

WRITTEN VERBATIM COMMENTS

An inventory of all written verbatim feedback collected by the project team through various channels during the engagement process is provided in Appendix B along with comments submitted directly to City of Calgary Administration (redacted by the City of Calgary for privacy) as of mid-January 2019.

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1. Location, Accessibility & Amenities

Many participants recognized the merits of developing this type of facility in a location that is best connected and serviced by amenities, noting it allows future residents to avoid social isolation and to have the ability to meet their daily needs without the need for a driver's license.

Some participants who shared comments expressed concern over how Riverwalk might impact vehicle traffic in the neighbourhood, and how the development plans to deal with emergency vehicle visits and site access.

Two sub-themes related to the site's location and urban living emerged from the engagement process:

- Support for urban living and this kind of use in the selected location; and,
- Concern over vehicle traffic impact, site access and servicing.

Support for Location and Urban Living

During the engagement process, many of the participants who shared comments expressed support for the site location - for the seniors' housing options it brings to the community, the inner-city, and for the overall improvement to the existing site.

EXAMPLE VERBATIM COMMENTS:

- "My father in-law is 81 and will need these services soon. There are no options in the inner city."
- "It's about time for more seniors housing options in this area!"
- "Central! All family can access! It's time!"
- "The proposed development not only offers a contemporary urban design - it will bring with it a much more well-trafficked living community and a large cohort of onsite staff. This will deter deviant activities from this location and will contribute positively to the health of the Cliff Bungalow-Mission community."

- "I want more inner city seniors housing. As my parents and my friends' parents reach retirement age, I have become more aware of the need for seniors housing in the inner city communities. My father has lived in the inner city for a long time, he likes to wake up in the morning and walk to the local coffee shops and stroll along the high street. It is important to him that he has access to pedestrian friendly shops."

Response from the Project Team

While some participants felt that the proposal should be relocated to a different site on the east side of 4 ST in Mission rather than Cliff Bungalow, many participants agreed that the proposed location has several merits. The project team agrees as Riverwalk has been strategically located and crafted to align with both best planning practices that are conducive to promoting a safe, accessible and complete community as well as the City of Calgary's objectives and overall policies for the location of care facilities. (see *City of Calgary Seniors Policies*).

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Concern Over Vehicle Traffic Impact and Site Access and Servicing

During the engagement process, some of the participants who shared comments expressed concern over how the project might impact vehicle traffic in the neighbourhood and how emergency vehicle visits will be managed.

EXAMPLE VERBATIM COMMENTS:

- "How do you manage all the emergency vehicle visits?"
- "I think it is a great idea but have a few concerns:
 - traffic increase on surrounding roads
 - inadequate Safeway for population increase."
- "I am also concerned about the increased car traffic and foot traffic in a mainly residential surrounding area."

Response from the Project Team

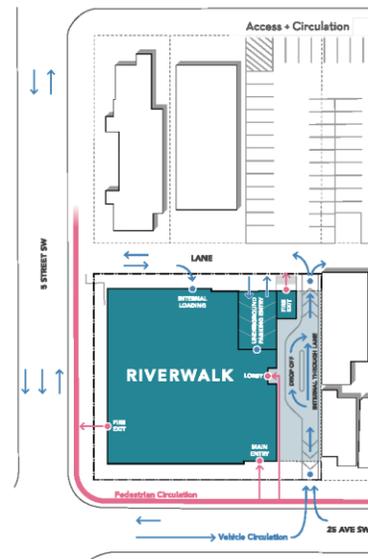
The project team understands participants' concerns related to how future traffic and parking might be impacted by the proposed development, due to an increased number of vehicle trips to the area.

To understand the potential transportation implications of the proposed development, Bunt & Associates Engineering Ltd. undertook a Transportation Impact Assessment (TIA) June 12, 2018. This assessment applied approved City of Calgary metrics to predict how the proposed development will impact the surrounding

transportation system. After the report was submitted, City of Calgary transportation engineers verified the results of the study. This process ensured that the findings remain independent and reproducible.

The TIA considered the two primary users of the proposed development: senior residents and staff. Seniors are proven to have low car ownership and instead have a high use of public transit and private shuttle service. The central location encourages staff to commute with public transit, by bike, and on foot, thereby reducing the vehicle traffic to and from the site. According to the TIA, vehicle traffic before and after the proposed redevelopment (from 36 condo units to a 141 unit senior care facility) would remain almost unchanged, with only a slight increase (see *Transportation Impact Assessment (TIA) Summary*).

The proposed development includes a designated weather protected area on the east side and internal to the site for visitors, emergency vehicles, and private shuttles to do pick-ups and drop-offs. By including a designated pick-up and drop-off area, all vehicles can easily access the site, therefore reducing general vehicle congestion on the surrounding streets.



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2. Building Height

While many participants support the increased height commenting that the proposed building is appropriately sized in relation to existing buildings on the east side of 4 ST and the inevitable intensification of the Safeway site, some participants oppose the height of a 12-storey building citing the lower heights of immediately adjacent buildings, the existing "zoning" and adherence to the Cliff Bungalow Area Redevelopment Plan.

Concern Over Building Height

Concern over building height was an emphasized piece of participant feedback. A number of participants who shared comments about building height expressed that the mid-rise 12-storey building was too tall. There were two main reasons that participants identified building height as a concern:

- Neighbourhood context
- Adherence to Local Area Plan

EXAMPLE VERBATIM COMMENTS:

- "Opposed to height of building. Out of context with neighbourhood"
- "Too big! 3x the allowable height."
- "In our opinion, the proposed height of the development (12 stories) is very moderate, and consistent with the context of the site, being that it is across the street from the large Safeway site, on 5 Street SW which is a fairly busy street, and only 1 block away from the large development on the southeast corner of 25 Avenue and 4 Street."
- "With respect to the specific details of this proposal, the building is attractive, responds to the variety of building forms in the surrounding area and of appropriate size for this location. I am of the opinion that the proposed height and FAR on the edge of the community, adjacent to 5th Street SW, will be a catalyst for positive change in the heart of an established inner-city community."

Response from the Project Team

We genuinely understand the concerns expressed by participants regarding the building height in relation to the existing neighbourhood context, and the adherence to the Local Area Plan. We appreciate the unique character of the Cliff Bungalow-Mission community, and understand this is what makes it such a desirable place to live.

Although the scale of the proposal is based on a real and ever-growing need for continuum of care facilities in the community, we believe it is contextually appropriate in scale for these two underdeveloped blocks that are primarily comprised of surface parking and single storey medium-to-large format retail buildings. These two blocks are particularly situated and primed for strategic growth based on a context of tall buildings on the east side of 4 ST, proximity to the Primary Transit Network and the discernible qualities that differentiate these blocks from the more stable and character residential areas of the community. The City of Calgary's contemporary policies encourage future intensification in Developed Areas, like Cliff Bungalow-Mission, and near community gateways, designated Main Streets, and the Primary Transit Network where the city is best connected and serviced.

This strategic location provides a unique opportunity to anchor and build on the success of 4 ST SW through a more compact and efficient urban form for these blocks, with thoughtful housing options that are needed to accommodate a stable, diverse, vibrant and complete community for people of all needs, ages and stages (see *An Anchor for Complete Communities*).

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The Team did not set out to build a 12-storey building, instead we used a needs-based design approach to accommodate all components necessary for the continuum of care model. With this in mind, the Team also carefully considered a design solution that was mindful of the surrounding neighbourhood context, and worked to balance key goals:

1. Address a portion of the growing need for a continuum of care seniors' residences that incorporates layers of support and allows residents to age-in-place while remaining in the communities they've built.
2. Create a framework and catalyst for positive change through comprehensive planning and consideration of future redevelopment potential in the under-developed blocks at the south end of 4 Street SW
3. Complement the eclectic inner-city character of Cliff Bungalow / Mission with a thoughtful architectural design that integrates high quality, long lasting materials.

In order to achieve the first key goal, Riverwalk requires a building large enough to accommodate the residents and all of the non-residential components necessary to deliver the supportive continuum of care services (see *Designing for a Continuum of Care*). With this in mind, the Team carefully considered the concerns expressed regarding building height, and revisited the design to find solutions to try and reduce the visual impact of the building height, while also balancing our original goals.

Based on feedback, a revised design proposal that includes the following changes to reduce the appearance of building mass and the perception of height:

- Preserved a lower height relationship on the east edge (where there are adjacent buildings) with increased height toward the west edge.
- Revised architectural elements for a lighter appearance, particularly along the roofline.
- Additional green roof elements along outdoor amenity spaces to soften the facade.
- More architectural openings to the sky.
- Reduced the number of balconies.
- Extended the overhead canopy at ground-level to reinforce a more human-scale experience at the street level.

We have developed a set of visualizations with detailed annotation so they can be compared to the original design proposal (see *Design Concept Changes*).



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3. Seniors/ Continuum of Care

The proposed use was found to be thoughtful and appealing by numerous participants. The project team received widespread support for the continuum of care concept, allowing seniors to age-in-place should their needs grow or change, as well as the recognized demand for more inner-city seniors housing options in the area (including support from those most opposed to the project based on other factors).

Support for Continuum of Care Approach

During the engagement process, many participants expressed support for the continuum of care approach – for the housing options it provides to Calgary's growing senior population, for the ability to age-in-place, and for addressing the need of senior housing in the area.

EXAMPLE VERBATIM COMMENTS:

- "It looks nice and I like the continuum of care."
- "Continuum of care for seniors right in the inner city - wonderful!"
- "My father-in-law is 81 and will need these services soon. There are no options in the inner city."
- "I'm a few decades from needing this myself but love that it could be an option! Great location and design (except for the orange brick) and love the continuum of care model."
- "Looks great, nice aesthetic. I think it's a great idea and my grandparents will be interested."
- "Much needed! I'm 61, so not yet, but I want options here."
- "It's about time for more seniors housing options in this area!"
- "There is a need! Good project."

Response from the Project Team

The Project Team commissioned Feasibility & Need Assessment studies in both 2015 and 2018 from CBRE's Seniors Housing Services Group, Canada's leading seniors' housing valuation and advisory consultancy. The Study Area (see *A Real Need*) defines where the majority of future Riverwalk residents are likely to currently reside. Both CBRE studies found that there is a real and ever-growing need for continuum of care seniors' housing, and that there are many seniors and families in the Study Area who would directly benefit from a continuum of care facility like Riverwalk.

Three different living-type residences will be accommodated in Riverwalk:

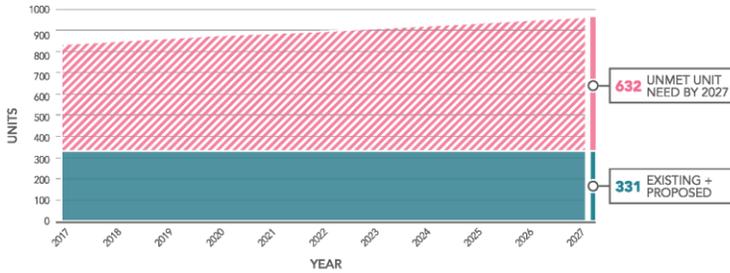
- Independent Supported Living
- Assisted Living
- Dementia / Memory Care

The following page summarizes some of the key findings of the 2018 Feasibility & Need study, indicating an existing and future unmet need for Calgary's independent supported and assisted living units, as well as dementia and memory care units. Riverwalk's continuum of care approach strives to satisfy seniors' living needs, allowing them to age-in-place near their friends and families, as well as essential amenities and services.

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UNMET NEED FOR INDEPENDENT SUPPORTED LIVING + ASSISTED LIVING UNITS (2017 - 2027)



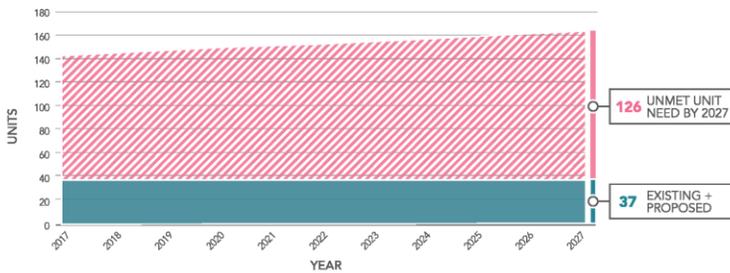
2.91x

As many potential Independent Supported Living and Assisted Living residents as existing and future supply



This metric implies that even if two continuum of care projects like Riverwalk were built, there would still be an unmet qualified need for Independent Supported Living and Assisted Living units in the Study Area.

UNMET NEED FOR DEMENTIA / MEMORY CARE UNITS (2017 - 2027)



4.39x

As many potential Dementia / Memory Care residents as existing and future supply



This metric implies that even if four continuum of care projects like Riverwalk were built, there would still be an unmet need for Dementia / Memory Care units in the Study Area.

4. Architecture & Design

In addition to comments regarding the overall building height (refer to pages 66-67), many participants expressed support for the architecture and improvements to the site noting that the design is aesthetically pleasing and seen as an improvement from the building that exists on site today.

Participants expressed support for the high-quality appearance and provision of outdoor amenity spaces while some noted a preference for colour changes to materials to be more reflective of the brick used on other buildings in the community. There was also an interest in the building's ability to withstand a major flood event given Cliff Bungalow-Mission's floodway location and history.

Support for the Design Concept

During the engagement process, many participants expressed their support for the high quality architecture and urban realm / streetscape improvements.

EXAMPLE VERBATIM COMMENTS:

- "Perfect for the community! Like the design!"
- "AWESOME!!! Density ✓ Diversity ✓ Design ✓"
- "Looks great! I like the architecture."

Response from the Project Team

A key characteristic of the development concept is its relationship to the direction in The City of Calgary's growth policies and guidelines. In addition, the context of transit service, geographic location and 4 Street's role as a "main street" all influenced the direction taken by the project team.

Concern Over the Facade Treatment

During the engagement process, some of the participants who shared comments expressed concern over how the material selected for the building facade would fit in with the surrounding neighbourhood buildings.

EXAMPLE VERBATIM COMMENTS:

- "Less Orange! More Brick."
- "I'm a few decades from needing this myself but love that it could be an option! Great location and design (except for the orange brick) and love the continuum of care model."
- "In exchange for the additional density and FAR proposed to the site (above what is currently allowable), we ask that the City require quality building materials and frontage treatments so that the building will contribute to and enhance the public realm around the site."

Response from the Project Team

The Project Team appreciates the comments received regarding the facade treatment of the proposed development. With this in mind, the Team reconsidered the original design and has revised the selection of the podium material for a greater colour variety, visual interest, and public realm improvements. The design changes have been visualized with detailed notes so they can be compared to the previous design proposal (see *Design Concept Changes*).

Interest Regarding Flood Protection

During the engagement process, a few participants expressed an interest in how flood protection would be integrated into the building design.

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EXAMPLE VERBATIM COMMENTS:

- "Need to have adequate emergency response / evacuation plans for future flood events."
- "I am a condo unit owner at [redacted]. I have resided here since December 2011 and have enjoyed the many amenities offered in the surrounding Cliff Bungalow-Mission area, but will be moving on this August, having sold my unit. Over this time, our community saw the devastating effects of 2013 Elbow River flooding, notably on the 25th and 26th Ave corridors. 528 25 Ave SW was severely impacted by this flood. 528 25 Ave SW, constructed in the 1970s, was not built with flood mitigation in mind. The building incurred structural damages, damages to electrical and sub-basement mechanical areas, and damages basement level condo units. Remediation of these damages required over a year of work."

Response from the Project Team

The Project Team genuinely understands the concerns expressed by participants regarding protection from future flood events, given the 2013 overland flooding was severe for many areas in the City of Calgary, including areas of Cliff Bungalow-Mission. We are aware that this flood resulted in extensive damage to the existing on-site multi-residential condo building and many nearby buildings.

After the 2013 flood, the City of Calgary updated the flood plain maps and the regulations for buildings within specific flood prone areas. As a result of these new regulations, the main floor of the proposed building is



required by the City of Calgary to be 0.5m above the 100 year flood plain, which places the main floor -1m above existing grade.

In addition, the underground parking structure is flood resilient by design. The parking ramp features an automated retractable flood barrier designed to keep flood waters out and the structure of the parking garage is designed to withstand the hydrostatic pressure of flood waters above and below grade. However, if the underground parking levels do flood, damage will be limited, as the key mechanical and electrical systems of the building are located on floors above the 100 year flood plain.

Concern Regarding Emergency Evacuation Procedures

During the engagement process, a few participants expressed an interest in how residents would be evacuated during potential future emergency situations.

EXAMPLE VERBATIM COMMENTS:

- "Need to have adequate emergency response / evacuation plans for future flood events."

Response from the Project Team

The building owner/operator will develop policies for staff and residents to safely evacuate the building in the event of a future flood or other emergency situation following best practice procedures and all emergency response planning requirements of the City of Calgary.

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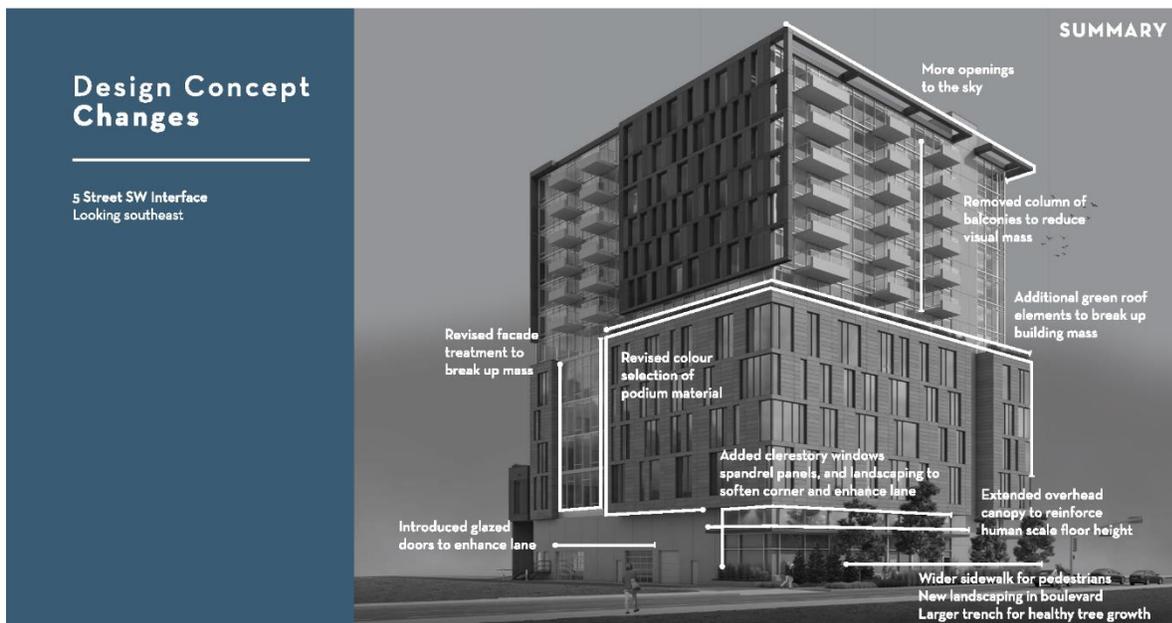


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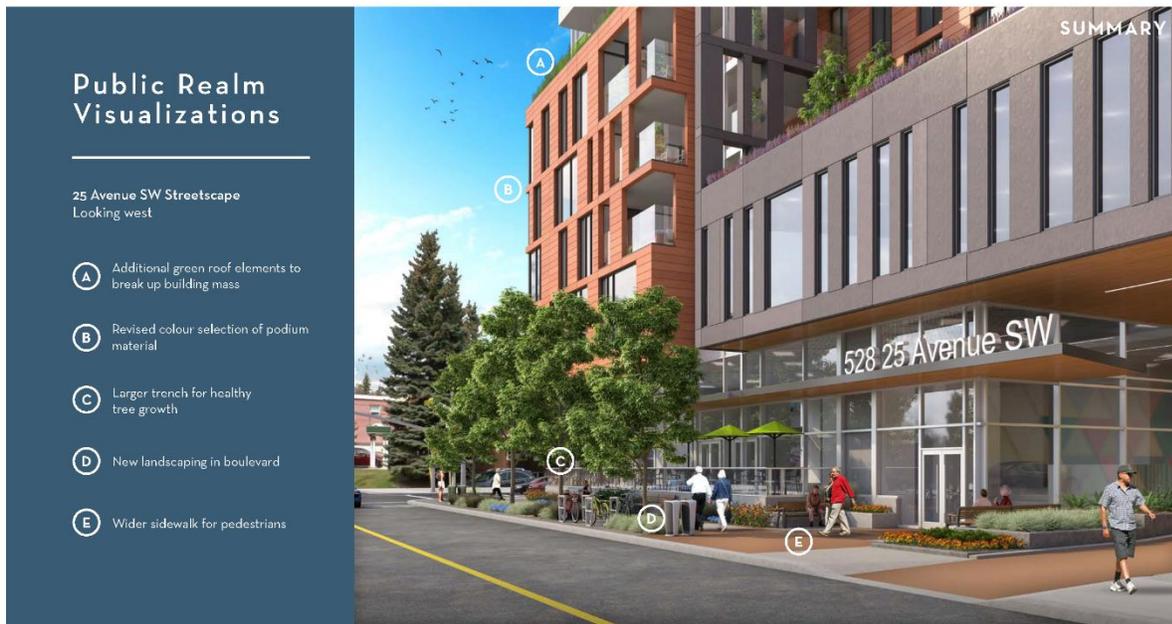


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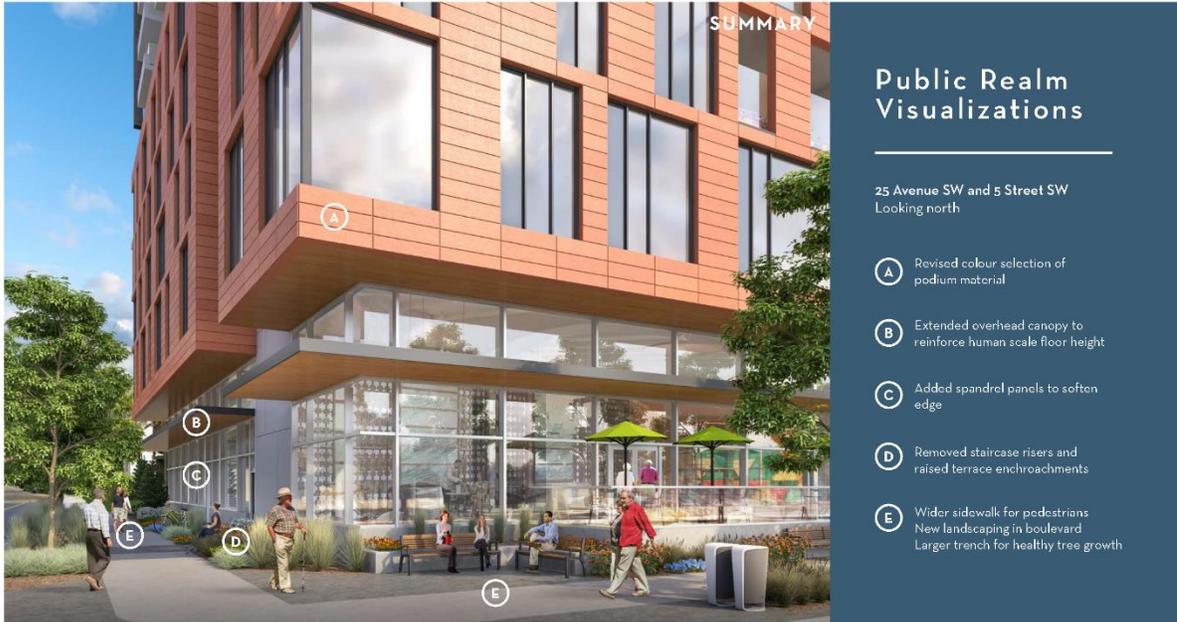


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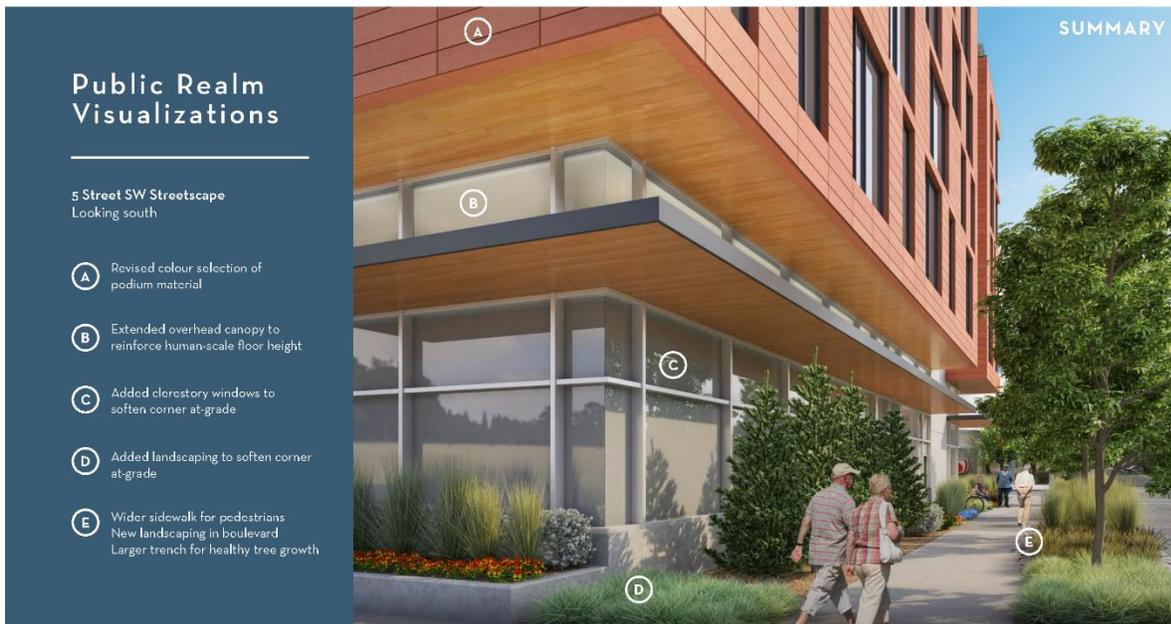


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