

Applicant’s Public Outreach Report

11 January 2019

COMMUNITY ENGAGEMENT

Wing Kei has purchased the property at Centre Street North and 40th Avenue known as the Centre Street Church West Campus site. Wing Kei intends to redevelop the property in three phases to create *The Wing Kei Village of Wellness and Care* (Wing Kei Village). The redevelopment will provide additional long-term care beds for seniors in the Calgary area. The Wing Kei Village will also provide for independent seniors living, retail and commercial space, and market rental housing apartments.

As a result of this purchase and redevelopment, Wing Kei will have a permanent presence in the Greenview and Highland Park neighbourhoods. Wing Kei wants to establish and maintain positive relationships with the larger community. Prior to making a formal land use proposal to the City of Calgary, Wing Kei determined it would be important to inform neighbouring residents of Wing Kei’s purpose, the nature of its work, and to explain how supportive living and long term care for seniors is an important service to Calgary. Wing Kei also felt it important to share its aspirations for the redevelopment of this site and to begin building positive relations with the neighbouring communities prior to applying for a land use change to the subject lands. These objectives have formed the basis for the community outreach initiated by Wing Kei in the pre-application phase.

CHRONOLOGY OF COMMUNITY ENGAGEMENT

Date	Location	Attendees	Notes
Meeting #1 May 16, 2018 5:00pm - 6:00pm	Thorndcliffe-Greenview Community Association (TGCA)	Leslie Degagne, President, TGCA Marvin Quashnick, Public Service Director, TGCA Alison Abbot, Vice President, TGCA Kathy Tam, CEO, Wing Kei Walter Yu, COO, Wing Kei Bob Hawkesworth, Advisor	• Introductions were made and contact information shared to better enable ongoing communication. • Wing Kei reviewed its purpose and the nature of Wing Kei’s work in the community. • The TGCA executives informed Wing Kei that their recent experiences with the re-development of the former Highland Park Golf Course lands were unsatisfactory.
Meeting #2 May 24, 2018 5:30pm - 8:30pm	Wing Kei Greenview	Elise Bieche, President, Highland Park Community Association (HPCA) Paul Engler, Public Service Director, HPCA Vincent Leung, Board Chair, Wing Kei Kathy Tam, CEO, Wing Kei Walter Yu, COO, Wing Kei	• Introductions were made and contact information shared to better enable ongoing communication. • A tour was conducted of Wing Kei Greenview to show the HPCA visitors the facilities, explain supportive living and long term care, and introduce them to some staff and to show how resident services are provided. • Wing Kei reviewed its purpose and the nature of Wing Kei’s work in the community. The Wing Kei corporate history and facility growth program were also presented. • NORR was introduced as the architect developing the Concept Plan. • The HPCA welcomed Wing Kei as a senior care provider and asked to know more about the site development when the Concept Plan is ready.
Meeting #3 August 17, 2018 11:00am - 1:00pm	Wing Kei Care Centre	Elise Bieche, President, HPCA Vincent Leung, Board Chair, Wing Kei Kathy Tam, CEO, Wing Kei Walter Yu, COO, Wing Kei Bob Hawkesworth, Advisor Craig Abercrombie, NORR Architects Engineers Planners Sonia Leung, Volunteer	• Wing Kei reported that a pre-application meeting with the City of Calgary planning group had taken place in June. Required land uses and appropriate Land Use Bylaw districts were discussed. • NORR was introduced as the architect in developing the Concept Plan. • There will be 3 phases of development proposed in separate, but interconnected buildings. • Phase 1 is for Supportive Living and Long Term Care with an anticipated range of 160-180 beds. The suggested land use designation is DC based on M-H1 guidelines. • Phase 2 will be for seniors independent living, mixed with dementia and personal care services. The land use designation proposed is M-H2. • Phase 3 will be on Centre Street next to the future Green Line LRT station. Currently, express and other buses stop in front of this location. A “Main Street” type of development is considered desirable by the City of Calgary and a land use designation of M-U2 is recommended. • Total time to fully develop the site is approximately 7 to 10 years. • Elise Bieche indicated the initial response to the redevelopment intended for senior housing was positive. • Elise Bieche informed Wing Kei that recent HPCA experiences with the redevelopment of the former Highland Park Golf Course lands had been unsatisfactory. • Community engagement approaches were also discussed, including the value of hosting a community Open House to present the concept plan before making a formal application to the City of Calgary. • Matters likely to be of interest to neighbours include: building height, density, slope adaptive design, community input throughout the planning the development process.

Applicant’s Public Outreach Report

COMMUNITY ENGAGEMENT

CHRONOLOGY OF COMMUNITY ENGAGEMENT

Date	Location	Attendees	Notes
Meeting #4 August 28, 2018 4:00pm - 7:00pm	Wing Kei Care Centre	Leslie Degagne, President, TGCA Marvin Quashnick, Public Service Director, TGCA Alison Abbot, Vice President, TGCA Brad Giddings, Treasurer, TGCA Don Best, President, Greenview Business Improvement Area Vincent Leung, Board Chair, Wing Kei Kathy Tam, CEO, Wing Kei Walter Yu, COO, Wing Kei Bob Hawkesworth, Advisor Craig Abercrombie, NORR Architects Engineers Planners	• A familiarization tour was conducted of the Wing Kei Centre to show the TGCA visitors the facilities, to explain supportive living and long term care, to introduce them to some staff and to show how resident services are provided. • Wing Kei reviewed its purpose and the nature of Wing Kei’s work in the community. The Wing Kei corporate history and facility growth program were also presented. • NORR was introduced as the architect in developing the Concept Plan. • Phase 1 is for Supportive Living and Long Term Care with an anticipated range of 160-180 beds. The suggested land use designation is DC based on M-H1 guidelines. • Phase 2 will be for seniors independent living, mixed with dementia and personal care services. The land use designation proposed is M-H2. • Phase 3 will be on Centre Street next to the future Green Line LRT station. Currently, express and other buses stop in front of this location. A “Main Street” type of development is considered desirable by the City of Calgary and a land use designation of M-U2 is recommended. • TGCA indicated their initial response to the redevelopment intended for senior aging in place was positive. • Required land uses and appropriate Land Use Bylaw districts were discussed. • TGCA made reference to the Design Charrette town hall meeting sponsored by the City Transportation Department in October 2016. The Centre Street right of way for the Green Line LRT may reduce the developable land available to Wing Kei at their site. This may impact the density. • The GIBIA identified adequate parking at the Wing Kei site is important. • Community engagement approaches were also discussed, including the value of hosting a community Open House to present the concept plan before making a formal application to the City of Calgary. • It was considered desirable that information be provided to the community and their input be sought throughout the planning and development process.
Meeting #5 September 19, 2018 6:00pm - 9:30pm	Open House Information Session hosted by Wing Kei Centre Street Church West Campus Centre Street and 40th Avenue N.	Mr. Craig Coolahan, MLA for Calgary Klein Mr. Sean Chu, Councillor, Ward 4, City of Calgary HPCA Board representatives TGCA Board representatives Neighbourhood residents Vincent Leung, Board Chair, Wing Kei Kathy Tam, CEO, Wing Kei Walter Yu, COO, Wing Kei Wing Kei Board members & staff Bob Hawkesworth, Advisor Craig Abercrombie, NORR Architects Engineers Planners Sonia Leung, Volunteer	• Wing Kei prepared for the Open House by mailing over 6,000 invitation cards to community residents. Temporary signs with notices for the meeting were also placed in front of the West Campus Building. The Open House was held from 6:00 p.m. to 9:30 p.m. 15 – 20 neighbouring residents attended for a portion or for all of the Open House. • The formal program began with two videos being shown that chronicled the history of Wing Kei and the acquisition of the subject site from the Centre Street Church. • Vincent Leung noted that because Wing Kei will have a permanent presence in the Greenview and Highland Park neighbourhoods, Wing Kei wants to establish and maintain positive relationships with the larger community. • Vincent Leung and Craig Abercrombie presented the concept plan for the Wing Kei Village. The site offers opportunities being located next to a station on the Calgary Transit Green Line. The Concept Plan incorporates suggestions coming from community design charrette hosted by the City of Calgary Transportation Department in October 2016. Servicing constraints on the site were also noted. • Following the briefing, conversations between Wing Kei leaders and community residents were held at 7 tables around the room. At each table, notes were taken of observations and comments made. Questions that arose from the conversations were addressed to Vincent Leung, Kathy Tam and Craig Abercrombie. • Wing Kei committed to submit articles to community newsletters to keep residents informed of the Concept Plan and its progress. • The Open House concluded with residents having an opportunity to speak personally with the Wing Kei leaders and to fill out survey forms.

Applicant’s Public Outreach Report

COMMUNITY ENGAGEMENT

WING KEI VILLAGE OPEN HOUSE – QUESTIONNAIRE SUMMARY

- 1. What do you like about the concept plan?**
- Like the concept; comprehensive village interactive with the community
 - Connection, mixing generations
 - Wing Kei is a head of their com in counterpart in concept –willing to make changes in care
 - Willingness to open access to the public
 - Underground parking
 - Good concept plan
 - Nurse on site
 - Good concept for senior home and meet Calgary needs
 - Agree and accept the concept
 - Like different component
- 2. Does anything concern you about the concept plan?**
- What is the dominant language in the facility?
 - How do you find balance of the mix (mix age group with other seniors’ facilities: LTC, SL 1-4)?
 - Integration with the community
 - Is it for seniors only?
 - Street parking in the neighbourhood
 - The in and out traffic of the Wing Kei Village after the Green line is implemented
 - Impacts on the back lane & the quality of life (e.g. noise from exhaust fans, air conditioning)
 - Shadows over other building; blocking the views of other buildings in the area
 - Sewage line through the parkade?
 - Heavy traffic on Centre from North to South; intersection of Centre street and 40 Avenue
 - No liquor store
 - Green line, how it is going to fit in with Centre Street
- 3. Has anything been overlooked or is missing from the concept plan?**
- Diversity is a big word – what does it mean? Make sure no opportunities lost
 - Land use – be beneficial (e.g. partnership with a social enterprise, not just commercial)
 - Land use concerns
 - Long term care new technology
- 4. What is the biggest unanswered question at the moment about the concept plan?**
- Long term plan 10 -15 years –effect on neighbourhood during construction, parking will be an issue
 - Need more street design input from city
 - 64 Ave. NW- good example (Good Shephard Church)
 - Green line – a lot of uncertainty
 - Greenspace
 - Need detail on noise level
 - How far apart between buildings



OPEN HOUSE INFORMATION SESSION



OPEN HOUSE INFORMATION SESSION

Applicant’s Public Outreach Report

COMMUNITY ENGAGEMENT

SENIOR CARE SERVICES – SURVEY SUMMARY

1. What quality of life do you expect for yourself or for someone aged 65 or above?

• Maintain health and independence	3
• Easy access to daily necessities	3
• Age in one’s own home with support services	2
• Easy access to needed information and services	2
• Stay connected with family and friends	3
• Easy access to affordable housing options	3
• Stay active in physical, socio-cultural or religious activities	4
• Maintain mobility through assisted transportation options	3
• Continue lifelong learning	1
• Other Comments: Depends if you are living in your own home or in assisted living	

2. What are the most pressing service needs for seniors aged 65 or above?

• Adult day care program (e.g. a social or medical setting to keep seniors well)	2
• Home care service (e.g. persons remain in their own homes and receive community support services)	2
• Meals program (e.g. Meals-On-Wheels)	0
• Support for caregivers (e.g. support group or respite care)	2
• Supportive living (e.g. a place to live and provided with meals, housekeeping and social activities)	3
• Convenient and accessible transport services	2
• Long-term care facilities (e.g. for individual who require 24-hour nursing support)	1
• A one-stop complex that could access most of the above listed services in one location	4
• Other Comments: Depends on senior needing help or self sufficient still	

3. Do you or a family member/relative your care for, who is 55 years old or older, have the following health conditions?

• Dementia or Alzheimer’s disease (e.g. problem with memory loss)	1
• Hypertension (e.g. problem with high blood pressure)	1
• Depression (e.g. problem with low mood and low energy)	2
• Arthritis (e.g. joint pain and stiffness)	3
• Gastrointestinal Disease (e.g. problem with digestive system)	0
• Osteoporosis (e.g. problem with increased bone weakness)	0
• Diabetes (e.g. problem with high blood sugar)	1

4. How likely are you and your aging family member/relative to use the following services or facilities in the next 5 years?

• Home care service (e.g. persons remain in their own homes and receive community support services)	2
• Meals program (e.g. meals-on- wheels)	1
• Support for caregivers (e.g. support group or respite care)	0
• Supportive living (e.g. a place to live and provided with meals, housekeeping and social activities)	2
• Long-term care facilities (e.g. for individual who required 24-hour nursing support)	1
• a one-stop complex that could access most of the above listed services in one location	2

5. If you want to stay in your house as long as possible to receive services, what is most important for you to help you stay in the community?

• Close to family and friends	2
• Close to amenities like shopping, restaurants, etc.	3
• Close to a physician	2
• Close to public transportation	2
• Being visited from home care nurses or other support services	2
• Being assisted to collect the medication for me from the pharmacy	2
• Being assisted to attend necessary appointments (e.g. medical appointment)	3
• Having support with house maintenance (e.g. shoveling snow)	3

6. If you have to be admitted to receive services in a long-term care home, what do you consider as most important to you to enhance your quality of life?

• To have a private room	2
• To have windows in my room	4
• To have green space outside for walking and relaxing	4
• To have sufficient staff to provide good quality of care	3
• To have good food	4
• To have staff understand my language/cultural/spiritual needs	1
• To have a variety of recreational/social activities	4
• To have flexible visitation policies for my family/relatives/friends	0

7. What are the most desirable features of living in this neighbourhood?

• Transportation system – close to most stores which we need	
• Aging in place, outdoor space (with easy connection) I hope to have the exiting pathway in the green space north of 41 Avenue	
• Central to all areas of Calgary	

8. What services/ programs are needed in this neighbourhood?

• Full service restaurant/ bar	
• Medical clinic?	
• Shopping (clothing?)	
• Shopping areas	
• Meeting place (coffee)	
• The Highland golf course has become a “dog park” instead of a “people park”. Not all people like dogs and won’t go there	

9. Other Comments

• Parking is an issue close to Centre and 40/41 avenue, with people parking in front of the houses and going downtown for work, leaving car for 10 hours, very annoying for the residents. (Not Wing Kei’s problem right now)	
---	--