

# Inglewood

REVITALIZATION OF INGLEWOOD CARE CENTRE

*2021.04.15 – update to this report.*

*This document records the public information meetings and associated community feedback up to the end of November 2020.*

*In December 2020, subsequent to the Public Information Meetings and outreach, the project team updated the approach to the long term care to the small household model (12 residents per household) to match with the incoming Vancouver Coastal Health 2020 standards. This significant change necessitated a full redesign of the site, enabling the team to better incorporate many of the suggestions received through community consultation.*

*2021.09.23 – update to this report.*

*Baptist Housing sponsored the Harmony Arts Festival and set up an exhibit for the duration from July 30th- to August 8th 2021. Further public input and comments were invited and received. These are appended to this document.*

## SUMMARY REPORT

**PUBLIC INFORMATION MEETINGS OCTOBER/NOVEMBER 2020**

**PROPOSED REDEVELOPMENT OF INGLEWOOD CARE CENTRE  
725 INGLEWOOD AVENUE (AT TAYLOR WAY)  
WEST VANCOUVER**

PREPARED BY:  
Baptist Housing | December 2020

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This report provides a record of three Public Information Meetings organized by Baptist Housing to inform the community and answer questions about the proposed redevelopment of the Inglewood Care Centre at 725 Inglewood Avenue in West Vancouver. All public feedback and inquiries generated during this public consultation period have been included in this report.

### **PUBLIC INFORMATION MEETING #1: OPEN HOUSE FORMAT**

**Tuesday, October 6, 2020** - Two sessions: 3:00 to 4:30 P.M. and 5:30 to 7:00 P.M.  
Har El, the North Shore Centre for Jewish Life, 1305 Taylor Way, West Vancouver

### **PUBLIC INFORMATION MEETING #2: INTERACTIVE WEBCAST (VIRTUAL MEETING) FORMAT**

**Thursday, October 29, 2020** - One virtual session 7:00 to 8:00 P.M.  
Online access was made available to the public at [www.baptisthousing.org](http://www.baptisthousing.org), where a video record of the session remains posted.

### **PUBLIC INFORMATION MEETING #3: OPEN HOUSE FORMAT**

**Thursday, November 5, 2020** - Two sessions: 3:00 P.M. to 4:30 P.M. and 5:30 to 7:00 P.M.  
Har El, the North Shore Centre for Jewish Life, 1305 Taylor Way, West Vancouver

This report includes:

- A summary of the three sessions.
- An analysis of comments provided through the open house and virtual sessions, from an online survey, and from direct emails (see Appendix 9). All input collected is being taken into account to inform the direction of the proposal.
- Information provided by the Baptist Housing team in response to key topics of interest expressed through this process.

Baptist Housing acquired Inglewood Care Centre in February 2020 to replace its aging long-term care building with a new modern residence for its 230 existing residents, and because there is untapped potential on the site to add other affordable housing and care options for the benefit of West Vancouver seniors and their families. The District of West Vancouver's Economic Development Plan forecasts the demand for seniors housing in West Vancouver will increase by 70 per cent between 2011 and 2041. There is also an expanding need for complex health and long-term care.

The current residences which were built starting in 1963 are now reaching the end of their life and must be replaced. Replacing these is Phase One of the project.

Upon completion of Phase One, an expanded number of residences offering varying levels of assisted care for seniors will be built in Phase Two, creating a welcoming place for friends and family to maintain social connections and links to the community. In all, the proposed plan would provide the opportunity for almost 600 seniors and approximately 100 workers to eventually live on site and stay in their community.

The overall development plan offers a "Continuum of Care" concept that enables seniors to age within the same community even as their housing needs change. They can stay close to friends, family and familiar supports. Spouses can remain close to each other in the same community, even if their individual levels of needed care start to differ.

The District of West Vancouver's Official Community Plan encourages institutional and residential multi-family uses in the Taylor Way corridor, making this site uniquely suited to combining seniors' health care and housing.

## PHASE ONE

A new long-term care facility will be developed in partnership with Vancouver Coastal Health Authority. 230 new long-term care suites will replace the existing ones at Inglewood. They will be accessible to all, regardless of income, through Vancouver Coastal Health's Long-Term Care program. 23 additional suites will be offered as private pay rooms with direct access for the community around Inglewood.

## PHASE TWO

This phase immediately follows the construction of the long-term care residence and will include three more buildings that will include additional long-term care as well as assisted living and memory care, independent living/life lease, and affordable housing options. These will include approximately 400 units of which there will be 50 affordable suites for seniors and more than 100 affordable rental suites for people who work at Inglewood or elsewhere in West Vancouver. These suites will be subsidized by BC Housing.

# Notification of Public Information Meetings | 3.0

As directed by the District of West Vancouver’s policy on public information meetings:

- A mailer with details about all three public information meetings planned by Baptist Housing was distributed by mail-drop in a designated area around the development.
- A half-page advertisement was published on three occasions in the North Shore News prior to the meetings.
- The meetings were also made public in three North Shore News articles, and once in the North Shore Daily Post after the September 14<sup>th</sup> approval by West Vancouver Council to allow the project go to public consultation.

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## **MAILER**

A mailer with details about all three public information meetings planned by Baptist Housing was distributed by mail-drop in a designated area around the development. (See Appendix 1)

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## **ADVERTISING**

Half-page full colour ads regarding the Public Information Meetings ran in the North Shore News on September 23 & 30, and October 28, 2020. (See Appendix 2)

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## **ONLINE**

All of the Public Information Sessions were listed on the Baptist Housing website under the “Inglewood Redevelopment” section.

The Public Information Sessions were listed in four news articles published September 16 and 29, and October 5 and 21 in the online edition of the North Shore News; plus a September 16 article published online in North Shore Daily Post. (See Appendix 3)

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# Public Information Meetings – Open House Format | 4.0

## Attendance PIM 1 • Tuesday, October 6

Session one: 3:00 P.M. to 4:30 P.M. 23

Session two: 5:30 P.M. to 7:00 P.M. 15

## Attendance PIM 2 • Thursday, November 5

Session one: 3:00 P.M. to 4:30 P.M. 13

Session two: 5:30 P.M. to 7:00 P.M. 0

**TOTAL ATTENDANCE  
BOTH OPEN HOUSES: 51**

## EVENT OVERVIEW

- Respecting COVID-19 safety protocols spelled out by health authorities, one of the doors to venue was designated entrance only, while a second door was exclusively for guests to exit.
- Two sessions were held: the first from 3:00 P.M. to 4:30 P.M. and the second from 5:30 P.M. to 7:00 P.M.
- On the sidewalks approaching the entrance, “2 metre separation” dots, and bars to designate the start of the line up, were placed with adhesive on the sidewalks.
- All staff onsite wore masks, and all guests were required to wear a mask or face covering.
- Guests arriving were given a temperature check with a handheld device before entering the venue.
- Hand sanitizer was available at the entrance and other locations inside the venue throughout the event.
- On entering, guests registered with two team members at a counter inside the door. The staff was distanced two metres from the guests across from them.
- Guests provided personal information for the purpose of contact tracing before being admitted to the venue’s main room, where handouts were available (see Appendix 4) and information boards (see Appendix 5) were placed. The room had one entrance in, and an exit at the other end.
- Pipe and drape were used to separate the room into three distinct areas, and arrows were placed on the floor with adhesive to define the traffic flow direction to minimize contact between guests.
- “2 metre separation” dots were placed in front of each board to prevent people from gathering too closely.
- Development team members were on hand throughout the event to answer questions and describe the redevelopment in detail:
  - Baptist Housing
  - Howard Johnson
  - Marc Kinna
  - Dayle Krahn
  - Deanna Bogart
  - ZGF Architects
  - Patrick Cotter (lead architect)
  - Andrew Thomson
  - Megan Chalmers
  - Neal Mackie
- Upon completion of the tour of boards, guests exited the main room to a lounge which featured a physical model of the development, to provide a contextual understanding of the project in relation to its environment.
- Guests were invited to fill out a feedback survey at one of four iPad stations which were set up physically distanced apart. The iPads provided a direct connection to the same online survey currently available on the Baptist Housing website.
- Those who preferred a written submission were offered the opportunity to enter their comments on a paper version of the survey.
- Used pens were collected for disposal and all surfaces including the iPads were cleaned after use by each guest.

# Public Information Meetings – Virtual Format | 4.1

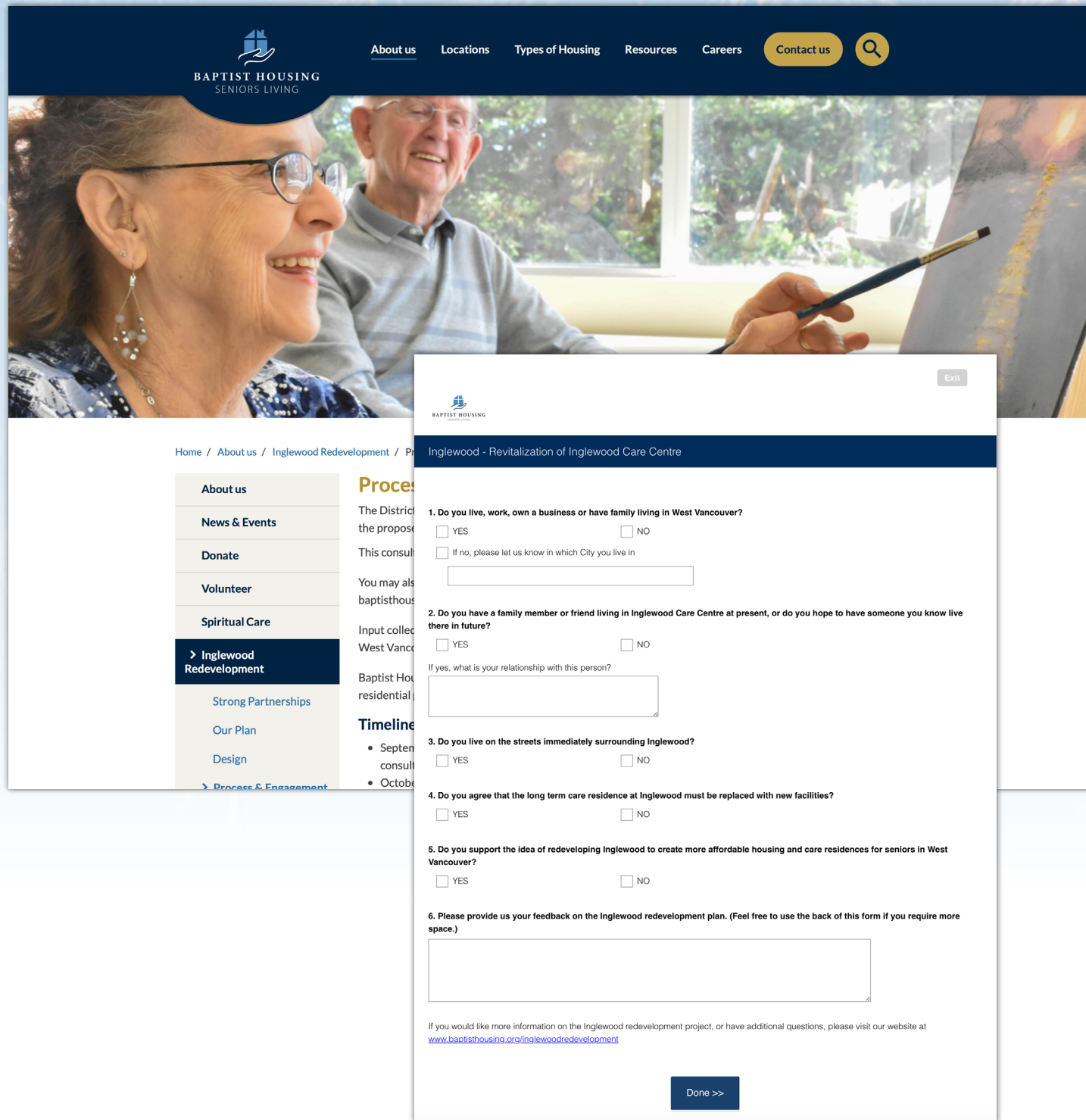
- Baptist Housing produced a virtual Public Information Meeting on Thursday, October 29, 2020 to complement the Open House style meetings and reach members of the public who may find it difficult to attend a meeting in-person.
- The one-hour program began with a presentation by representatives of Baptist Housing and ZGF Architects, and was followed by a live, public Q/A period lasting approximately 45 minutes.
- Members of the public who logged in were able to view the custom webcast, and ask questions in real-time via text.

A recording of the presentation may be viewed at

[https://www.youtube.com/watch?v=U1r7aRG2i9s&feature=emb\\_logo](https://www.youtube.com/watch?v=U1r7aRG2i9s&feature=emb_logo)



# Summary of Comments Received | 5.0



## ONLINE

An online survey hosted on the Baptist Housing website went live for public comments starting with the first Public Information Meeting on October 6, 2020, and closed Tuesday, November 17, 2020.

The survey contained five “yes/no” questions and provided space for individuals to write comments. Some of the comments were entered directly via the iPads provided at the two open house meetings, while the balance of the comments received came from members of the public who logged in independently. A total of **34 online responses were entered.** (Comments received have been collated in Appendix 6.).

## WRITTEN FORM FEEDBACK

In-person attendees at the open house format meetings were also offered the option of handwriting their comments for the same survey on a pre-printed form. **Eight attendees provided handwritten comments.** (Scans of these forms are in Appendix 7.)

In addition to the survey’s five yes/no questions, respondents also had an opportunity to provide comments.

### Total survey submissions received: 42

- 34 online submissions
- 8 paper forms submitted



## ANALYSIS - SURVEY QUESTIONS AND RESPONSES

**Question 1:** Do you live, work, own a business or have family living in West Vancouver? (If no, where?)

	Answered Yes – 83%	Answered No – 14%
Online	27	6
Printed form	8	0
*1 respondent did not answer this question (largely fr. North Vanc.)		

**Question 2:** Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?

	Answered Yes – 26%	Answered No – 74%
Online	10	24
Printed form	1	7
spouse = 4 friend/neighbour = 4 mother = 1 did not say = 2		

**Question 3:** Do you live on the streets immediately surrounding Inglewood?

	Answered Yes – 52%	Answered No – 48%
Online	17	17
Printed form	5	3

**Question 4:** Do you agree that the long-term care residence at Inglewood must be replaced with new facilities?

	Answered Yes – 62%	Answered No – 33%
Online	25	8
Printed form	1	6

\*2 respondents did not answer this question

**Question 5:** Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?

	Answered Yes – 59%	Answered No – 36%
Online	21	13
Printed form	4	2

\*2 respondents did not answer this question

- A summary of written comments received through the online survey are included in Appendix 6.
- Scans of the handwritten forms received, including their additional comments, are included in Appendix 7.

## REAL-TIME QUESTIONS FROM VIRTUAL PUBLIC INFORMATION MEETING

- 24 separate public logins to the streaming program were registered
- 66 text communications to relay questions and comments were received from them
- The list of questions submitted during the webcast is included in Appendix 8.

The public comments received via the online survey, from the written forms from open houses and received live during the virtual public information meeting concentrated largely on a handful of key topics.

The main issues are listed below along with information from Baptist Housing addressing these concerns.

## DESIGN AND DENSITY

Questions about height, density and impact on the local neighbourhood.

- The goal is to be as sympathetic to the local neighbourhood as possible – while providing the appropriate density and potential of this property for affordable housing.
- Two 10 storey buildings are located along Taylor Way, while the six-storey Long-Term Care building is sunken below Burley Drive on the west side. The seven-storey Assisted Living Building is set back from Burley Drive by more than 40m (130’).
- The team has been working to reduce overall heights from previous iterations, including relocating one full storey from the Long-Term Care building to the Assisted Living Building.
- The two buildings on Taylor Way have increased the area of their floorplates to reduce the overall height by one storey each (from 11 to 10 storeys)
- The preliminary shadow studies indicate there will be minimal shadows cast on to the adjacent properties on Burley Drive.
- Heights:
  - Long-Term Care – 6 storeys above grade: height 22.7m
  - Assisted Living – 7 storeys (Burley Drive side), 8 storeys to (downslope courtyard side): height 24.5m
  - Affordable Housing – 10 storeys: 32.9m (top of parapet)
  - Independent Living/Life Lease – 10 storeys: 34.3m (top of parapet)
- The development proposes a mix of 350 new homes; about one-third of these new residences will provide a range of work force housing.

## PHASE 1

- Building 1 - Long Term Care Building (B3 care occupancy)
- 253 Long Term Care beds (230 existing beds funded by VCH)

## PHASE 2

- **Building 2:** Assisted Living/ Memory Care/ Long Term Care (B3 care occupancy)
  - 48 Long Term Care beds
  - 34 Memory Care units
  - 22 Assisted Living units
- **Building 3:** Affordable Rental Housing (Residential occupancy):
  - 107 affordable rental work force homes (studios, 1 Bed & 2 Bed)
  - 48 affordable seniors’ rental homes
- **Building 4:** Independent Living/ Life Lease:
  - 120 life lease suites
  - 75 Independent living suites (rental)

## TRAFFIC AND NOISE

Questions about the potential impact on local traffic, especially Burley Drive, from service vehicles and the increased number of people

A traffic impact assessment is underway with the District and Ministry of Transportation and Infrastructure to assess traffic impact and explore ways to best mitigate impacts to the local area.

- Traffic calming on Burley Drive and Inglewood Avenue is under consideration with the District.
- The campus is not a significant traffic generator with the preliminary analysis anticipating an increase of fewer than two cars per minute during the day time peak periods (staff shift change from morning to afternoon generates an estimated 115 additional peak hour trips).
- The approach is to have three entrances/exits from the site to help minimize impact on local traffic patterns:
  - Inglewood Access 46% of trips
  - Burley Access 31% of trips (passenger vehicle only)
  - Taylor way Access 23% trips. A right-in and a right-out only access onto Taylor Way is proposed for the current access to Har El and to the fire lane at the north edge of the site.
- A median prevents any left turns in or out of the site at this location.
- It is proposed that trucks will access the site primarily from the right-in off Taylor Way, head underground, and then exit the site directly on to Inglewood Avenue, thus avoiding Burley Drive altogether.
- There will be on-site minibuses to shuttle residents to activities across the district.
- There will be planting buffers along Inglewood and Burley Drive to reduce noise.
- The buildings themselves will act as an even more effective buffer from noise emanating from Taylor Way.

## VIEWS

What will you do to protect views?

- We've taken great care in designing the new Inglewood. We want to be a good neighbour.
- First off, the project is partially embedded right into the slope of the site, which means some parts of the structure will be below the level visible from nearby homes. This helps to reduce visual impact. We've also reduced overall height from earlier designs based on the feedback and input of Council and staff earlier in the process.
- Burley Drive residences at grade are approximately level with the second and third floors of the six-storey Long Term Care (LTC) building.
- Level 1 of LTC is at 74 metres elevation [3-6m below the road level on Burley Drive].
- Therefore, the six-storey LTC building on Burley Drive will appear as a three-to four storey building. The setback is 10m (30') from the edge of the Inglewood property and a further 7m (23') from the edge of the road.
- The road on Inglewood Ave ranges from 68 metres elevation at Taylor Way to 80 metres (geodetic level above sea level) at Burley Drive.

## CONSTRUCTION PERIOD

Questions about what several years of planned construction activity will mean to existing LTC residents and surrounding neighbours.

- If we are successful in completing the rezoning and development permit process with the District of West Vancouver within twelve months, we anticipate starting construction in early 2022, with about three years of construction after that to build the replacement long term centre residence. Once complete, the current residents of Inglewood will move into the new building.
- With the completion of Phase One, the second phase will include demolition of the current long-term care residence followed by continuous construction of the other buildings in a sequential manner on a timeline that will be confirmed as the project proceeds.
- The project team is exploring ways to mitigate impact on the neighbourhood such as prefabrication to expedite construction and minimize on site construction.
- Phase Two construction noise will be somewhat buffered by the Phase One building.
- Site traffic for construction vehicles and equipment will be carefully managed. Taylor Way access would allow early construction during Phase 2 of the roadway to help mitigate traffic at the Inglewood/Burley intersection.
- We are investigating options for off-site crew parking with shuttle bus to reduce traffic impact on the neighbourhood during construction.

## ENVIRONMENTAL STEWARDSHIP

Questions about meeting environmental standards including reducing GHG emissions as close to zero as possible.


- All projects are in early phases of design and energy performance is being considered at each step of the design process for architectural, mechanical and electrical systems.
- The Affordable Housing and Independent Living/Life Lease buildings will meet Step 4 target as mandated by the district and per BC Housing guidelines.
- The care occupancy buildings will meet the minimum energy requirements of Step 1.
  - these buildings will improve baseline energy performance through enhanced exterior envelope performance
  - the design team is investigating potential for a Step 4 equivalent envelope
  - Each building will also be optimized to meet ventilation requirements based on occupancy.
- We will landscape the site so that it blends in with its West Vancouver neighbourhood without large barriers or fences. We are also committed to the design priority to create a natural calming environment for residents to relax, exercise and enjoy fresh air.

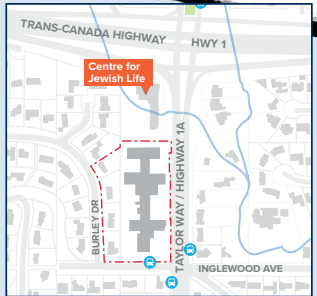
## MAILOUT TO NEIGHBOURS ADVISING OF PUBLIC INFORMATION MEETINGS

PUBLIC INFORMATION MEETING

# Inglewood

REVITALIZATION OF INGLEWOOD CARE CENTRE





**Tuesday October 6, 2020 • Session 1, 3:00pm - 4:30pm • Session 2, 5:30pm - 7:00pm**  
 Har El, the North Shore Centre for Jewish Life, 1305 Taylor Way, West Vancouver

Please attend this public information session to learn about plans to redevelop the Inglewood Care Centre site on Taylor Way for the benefit of existing residents, and to provide additional quality housing options for West Vancouver's seniors. The meeting format is a drop-in open house. Members of the public are invited to attend, view display material, ask questions, and provide comments. There will be no formal presentation. The meeting is being hosted by Baptist Housing, and is not a District of West Vancouver function. The owner, Baptist Housing, is conducting this meeting in advance of submitting a rezoning and development application to the District of West Vancouver.

In accordance with BC public health rules and guidelines regarding COVID-19, each public information meeting will be limited to a maximum of 50 guests total.




# Inglewood

PROVIDING A NEW CONTINUUM OF CARE

**Inglewood Care Centre** at Taylor Way and Inglewood Avenue was built in 1963, and currently provides 230 Long Term Care beds funded by Vancouver Coastal Health. Inglewood's building remains in operation to this day but is nearing the end of its operational life.

**Baptist Housing** acquired Inglewood last February with a commitment to invest in seniors care and housing in West Vancouver. Baptist Housing is an experienced and reputable non-profit seniors housing provider with 21 residences around B.C. and a mission to create environments that enable the holistic wellness of residents, team members, visitors, and community members.

**The first phase** of Inglewood's redevelopment will see an entirely new Long-Term Care Centre (LTC) built to replace the existing building. Current residents will remain living in their present homes until the new adjacent residence is complete.

**In future phases**, additions will widen the available variety of options for care and suites to include Independent Living, Assisted Living, and Affordable Housing including on-site residences for staff.

**The Province of BC and Vancouver Coastal Health Authority** are supportive of this redevelopment.

**OUR NEXT PUBLIC INFORMATION MEETING IS:**  
 Thursday, November 5,  
 Session 1: 3:00pm – 4:30pm  
 Session 2: 5:30pm – 7:00pm  
 Har El, the North Shore Centre for Jewish Life, 1305 Taylor Way, West Vancouver

**OR, JOIN OUR VIRTUAL PUBLIC INFORMATION MEETING:**  
 Thursday, October 29  
 Details will be posted online closer to event at: [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)



**BAPTIST HOUSING**  
SENIORS LIVING

FIND OUT MORE ABOUT THE REVITALIZATION OF INGLEWOOD CARE CENTRE AT  
[www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)


## PRINT ADVERTISEMENTS FOR PUBLIC INFORMATION MEETINGS

A32 | NEWS WEDNESDAY, SEPTEMBER 23, 2020 north shore news nsnnews.com

**PUBLIC INFORMATION MEETING**

# Inglewood

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north shore news nsnnews.com WEDNESDAY, SEPTEMBER 30, 2020 NEWS | A7

**PUBLIC INFORMATION MEETING**

# Inglewood

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A28 | WEDNESDAY, OCTOBER 28, 2020 north shore news nsnnews.com

**PUBLIC INFORMATION MEETING**

# Inglewood

REVITALIZATION OF INGLEWOOD CARE CENTRE



**VIRTUAL PUBLIC INFORMATION MEETING**  
**Thursday October 29, 2020**  
 7:00pm - 8:00pm  
 Please join the virtual event at:  
[www.baptisthousing.org/virtual-information-meeting](http://www.baptisthousing.org/virtual-information-meeting)

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Please join our virtual public information meeting on Thursday October 29, or attend this public information session on November 5th to learn about plans to redevelop the Inglewood Care Centre site on Taylor Way for the benefit of existing residents, and to provide additional quality housing options for West Vancouver's seniors. The meeting format is a drop-in open house. Members of the public are invited to attend, view display material, ask questions, and provide comments. There will be no formal presentation. The meeting is being hosted by Baptist Housing, and is not a District of West Vancouver function. The owner, Baptist Housing, is conducting this meeting in advance of submitting a rezoning and development application to the District of West Vancouver.

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**BAPTIST HOUSING**  
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## ADVANCE MEDIA COVERAGE

north shore news | nsnews.com | WEDNESDAY, SEPTEMBER 16, 2020 | NEWS | A5

### INGLEWOOD SENIORS HOUSING

## 699-unit West Van development moves to public consultation

MARTHA PERKINS  
Local Journalism Initiative Reporter  
mperkins@nsnews.com

It will take at least four years to build a replacement for the Inglewood Care Centre, but the first step was taken on Monday night.

The District of West Vancouver council voted unanimously in favour of allowing public consultation to begin on an ambitious proposal by Baptist Housing. The vote means that the 699-unit, \$400-million project can move into the next phase before the Taylor Way corridor local area plan is finalized as part of the official community plan review.

Council had said that until the review is completed, it would not consider new development plans unless they are of benefit to the wider community.

"If this doesn't qualify to go in front of LAP I can't think of a project that would," said Mayor Mary-Ann Booth, noting that municipal guidelines say considerations can be made if the project contributes to rental, non-market or supportive housing. "This is all community benefit."

COVID-19 has sadly illustrated how vulnerable residents of senior facilities can be, especially if they have to share a room, which some residents of the Inglewood Care Centre do. This proposal replaces the 230-bed facility that has reached the end of its life. It also creates three new buildings that provide a mix of public/private-pay options that allow people to stay in West Vancouver as they age in place, including people who cannot afford the more expensive options available.

The proposal includes 105 rental suites for staff that should not all be spoken for, will be made available to other people who work in West Vancouver and need an affordable housing option.

The phased proposal also includes 69 new long-term private care units, 50 new private-pay assisted living units, 50 new affordable seniors housing suites, 70 new seniors independent living suites, 125 new seniors life-lease suites, and the possibility of a childcare centre.

Representatives from Baptist Housing and BC Housing made it clear throughout the meeting that the project has to be considered as a whole to be considered at all. In order to offer units at affordable and, in some cases, subsidized rates, Baptist Housing will need the income from suites with higher rates. However, Johnson said, as a non-profit corporation that is the sole owner and overseer of the project, any extra monies it earns will be used to help lower-income residents.

BC Housing chose Baptist Housing to be the new owner of Inglewood Care and provided it with \$114 million to buy the 57-year-old building as well as three adjacent lots on the northwest corner of Taylor Way and Inglewood Drive. (Baptist Housing provided \$14.5 million from its own revenues.) BC Housing is underwriting the costs of constructing the other buildings, along with the Canadian Housing and Mortgage Corp.

"In my over 30 years, I've not seen any significant investment like this from the province," Baptist Housing president and CEO Howard Johnson told council.

"It's not good enough to rely on hopes and prayers that someone will come down and build a new care facility without having to find a way to pay for it," Coun. Craig Cameron said. "It will fly as one piece or not at all."

Several councillors said that if the project doesn't go ahead, elderly residents would be forced to leave to find care facilities, forcing their families to have to travel long distances to visit them. Cameron's own family experience has also illustrated the high price that seniors are paying in the pandemic. He said his 95-year-old grandmother went from being a vibrant, engaged person who, when confined to her room without visitors, could not recognize family.

"The isolation and stress hastened her death," he said. "We need to do better. We need to build communities where seniors can live their last years in grace."

Councillors said that the community will have concerns which will have to be addressed during the consultation process, including building height, traffic, lighting and loss of trees.

"We'll be here for a very long time as a neighbour and we want to be a good neighbour," Johnson said of the efforts that will be made to mitigate the project's impact.

"Today is just a beginning of that consultation. ... This is a framework," said Michael Flanigan, BC Housing's vice-president of development and asset strategies. Flanigan said it's important that the development's process and rationale are completely transparent to the community. As decisions are made, he said, the final results might not be what everyone wants but every effort is being made to ensure it's the best project possible.

Four members of the public spoke to the application; all spoke in favour. During the project moving ahead. All councillors voted in favour.

Baptist Housing will host public information meetings on Tues., Oct. 6 and Thurs., Nov. 5 next door at Har El, The North Shore Centre for Jewish Life, at 1305 Taylor Way. A virtual public information meeting is also being organized for Thursday, Oct. 29. Details for each session will also be available at [baptisthousing.org/inglewoodredevelopment](http://baptisthousing.org/inglewoodredevelopment).

Martha Perkins is the North Shore News' Indigenous and civic affairs reporter. This reporting beat is made possible by the Local Journalism Initiative.

11/18/2020 | north shore news | Lessons from a pandemic: how to design a seniors home that's safe and love-filled | North Shore News

### Lessons from a pandemic: how to design a seniors home that's safe and love-filled

Individual bedrooms. Separate elevators for staff and visitors. Clusters of suites. More staff common rooms. Baptist Housing is adapting design of Inglewood Care Centre to help prevent the spread of viruses

Martha Perkins / Local Journalism Initiative  
SEPTEMBER 29, 2020 05:38 PM



Seniors in care homes were isolated and alone during the coronavirus pandemic. Baptist Housing is working on design changes that will keep them safe while, to the extent, allowing them to be with them.

PHOTO: CRISTIAN NEBRMANUNGLASH

The images were heartbreaking — a senior citizen, alone in their nursing home bedroom while, on the other side of the window, a family member stands outside and tries to establish some kind of connection to ease the sense of isolation and foreboding.

Surely, people said, there has to be a better way to keep residents of care facilities safe while also allowing them to be with their families.

Baptist Housing is working on it. The coronavirus pandemic has unexpectedly provided new insights into how nursing homes should be designed to help control the spread of any type of illness. The timing is especially beneficial as Baptist Housing works on its plans for the first phase of the Inglewood Care Centre redevelopment.

This past February, BC Housing financed the sale of the aging facility and three adjacent lots to Baptist Housing, which owns and operates 21 care homes in British Columbia. With a large financial commitment from the province, as well as Vancouver Coastal Health, Baptist Housing came up with plan to subsidize the construction of a replacement care home by creating a community of housing on the site. The total of 699 proposed units also includes private-pay units, life leases and rental apartments for staff.

In mid-September, the District of West Vancouver allowed the project to move to the public consultation stage.



This is a conceptual drawing of the southwest corner of the proposed new Inglewood Care Centre on Taylor Way in West Vancouver - Baptist Housing

In advance of the first public open house (details at bottom of story) on October 6, the North Shore News talked with Howard Johnson, Baptist Housing CEO and president, and Marc Kinna, executive vice-president operations and chief operating officer. They walked through some of the ways they're adapting traditional nursing home designs to ensure residents and staff can

<https://www.news.com.ca/lessons-from-a-pandemic-how-to-design-a-seniors-home-that-s-safe-and-love-filled-1.2421271>

11/18/2020 | north shore news | First open houses for Inglewood care centre redevelopment are Oct. 6 | North Shore News

### First open houses for Inglewood care centre redevelopment are Oct. 6

The multi-year project will replace the current 230-bed facility, add another 364 seniors residences that can allow a continuum of care and create 105 staff units

Martha Perkins / Local Journalism Initiative  
OCTOBER 5, 2020 02:13 PM



This is a conceptual drawing of the southwest corner of the proposed new Inglewood Care Centre on Taylor Way in West Vancouver - Baptist Housing

Baptist Housing is hosting its two first open houses about the Inglewood Care Centre redevelopment project on Tuesday, Oct. 6.

It's an opportunity to ask questions and express concerns about the 699 units that are proposed for the West Vancouver property next to Taylor Way.

The multi-year, four-building project will include:

- replacing the current 230-bed facility;
- 69 new long-term private care units;
- 50 new private-pay assisted living units;
- 50 new affordable seniors housing suites;
- 70 new seniors independent living suites;
- 125 new seniors life-lease suites;
- 105 suites for staff which, if not spoken for, can also be made available to other workers in West Vancouver, and
- the possibility of a childcare centre.

The project is being done in co-operation with BC Housing and Vancouver Coastal Health.

To make the project economically viable, Baptist Housing told council in August that it must include the various types of housing. Baptist Housing plans to start with constructing the existing facility's replacement and says it has incorporated lessons from the pandemic into its design.



Baptist Housing released this rendering of the Inglewood redevelopment revised site plan on Sept. 15. Image: Baptist Housing

The first open houses are over two sessions on Oct. 6:

- 3 to 4:30 p.m.
- 5:30 to 7 p.m.


<https://www.news.com.ca/first-open-houses-for-inglewood-care-centre-redevelopment-are-oct-6-1.2421000>

11/18/2020 | north shore news | Baptist Housing hosts virtual information evening about Inglewood development | North Shore News

### Baptist Housing hosts virtual information evening about Inglewood development

People can submit questions in real time and have them answered by development team members

Staff / North Shore News  
OCTOBER 21, 2020 01:35 PM



Baptist Housing released this rendering of the Inglewood redevelopment revised site plan on Sept. 15. Photo: BAPTIST HOUSING

People who want to find out more about the re-development of the Inglewood Care Centre site but don't feel comfortable going to an in-person open house can attend a virtual information evening on October 29.

The virtual event is from 7 to 8 p.m.

It will start with an overview of the project, followed by an opportunity to submit written questions in real time to be answered by development team members for the balance of the session.

People who want to "attend" can [log on here](https://www.baptisthousing.org).

The aging care centre is at the corner of Taylor Way and Inglewood Avenue in West Vancouver is owned by Baptist Housing.

The first phase of the 699-unit plan is to build a new seniors care centre before demolishing the old one and starting on the next three phases.

Along with the replacement of the existing 230-unit care centre, the \$400-million project includes:

- 69 new long-term private care units
- 50 new private-pay assisted living units
- 50 new affordable seniors housing suites
- 70 new seniors independent living suites
- 125 new seniors life-lease suites
- 105 staff housing units and
- the possibility of a childcare centre

Meanwhile, the second drop-in open houses are over two sessions on Nov. 6:

- 3 to 4:30 p.m.
- 5:30 to 7 p.m.

Both sessions are at Har El, the North Shore Centre for Jewish Life, at 1305 Taylor Way. The centre is next door to the project site.

<https://www.news.com.ca/baptist-housing-hosts-virtual-information-evening-about-inglewood-development-1.2421013>

## INGLEWOOD REDEVELOPMENT QUESTIONS AND ANSWERS

**BAPTIST HOUSING**  
SENIORS LIVING

**Inglewood Redevelopment QUESTIONS & ANSWERS**

**What will the potential rates be for the affordable housing?**

- We are still at the overall concept and design stage so it is too early yet to announce exact rental rates. Details about occupant rates will be set closer to completion.
- Rates will be determined in accordance with the BC Housing Community Fund program and as set by BC Housing.
- The Community Housing Fund has set funding parameters, dictating the rent schedule as follows:

20% of the Units	<p><b>Deep Subsidy</b></p> <ul style="list-style-type: none"> <li>Households with Deep Subsidy incomes, typically on income assistance</li> <li>Rents will be set at the shelter rate</li> </ul>
50% of the Units	<p><b>Rent-Geared-to-Income</b></p> <ul style="list-style-type: none"> <li>Households with Low Incomes whose rent will be based on 30% of their income.</li> <li>Incomes must be at or below the appropriate Housing Income Limits ("HILs").</li> <li>HILs are based on figures established by CMHC, and are intended to reflect the minimum income required to afford appropriate accommodation in the private market.</li> </ul> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>Household incomes up to \$51,500 for units less than 2 bedroom</li> <li>Household incomes up to \$63,000 for units with 2 bedrooms</li> <li>Household incomes up to \$73,500 for units with 2+ bedrooms</li> </ul> <p><i>*The above is based on 2019 figures as the 2020 HILs have not been published</i></p>
30% of the Units	<p><b>Market Rents</b></p> <ul style="list-style-type: none"> <li>Rents must be no less than CMHC's Average Market Rents</li> </ul> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>For residential units with less than two (2) bedrooms, a gross household income that does not exceed the median income for couples without children in B.C., as determined by BC Housing from time to time. For 2020, this figure is \$74,150.</li> <li>For residential units with two (2) or more bedrooms, a gross household income that does not exceed the median income for families with children in B.C., as determined by BC Housing from time to time. For 2020, this figure is \$113,040.</li> </ul>

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**BAPTIST HOUSING**  
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**Inglewood Redevelopment QUESTIONS & ANSWERS**

**Will West Vancouver/North Shore residents have priority in applying for these new rooms? Will it be non-denominational?**

- All future funded Long Term Care residents will be in accordance with placement by Vancouver Coastal Health. This is a continuation of the current practice when a resident applies to live at Inglewood Care Center today.
- All future Affordable Housing residents will need to meet the requirements of BC Housing for housing. Baptist Housing will operate under an operating agreement with BC Housing.
- All other housing and care suites will be operated by Baptist Housing and we believe that there will be sufficient market units to give West Vancouver/North Shore residents every opportunity to make the Inglewood campus their home.
- Baptist Housing residences are all fully non-denominational.

**Without the government partnerships, would Baptist Housing be building something small/less complex/less expensive?**

- The acquisition was undertaken in partnership with BC Housing with the understanding that affordable housing would be a part of a redevelopment plan in addition to creating a campus of care for seniors.
- Affordability Housing has been a main driver of the economic model.
- The key aim of the project is to provide more affordable housing for seniors in West Vancouver. There is already a great demand for these kinds of housing and there will be even a greater need in the next 20 years.
- Our proposal of approximately 600 units will be for seniors when completed, with another 100 for team member/workforce housing. Together this creates the necessary economic model for this property given land values and other factors.
- At present the consultation is about settling on the "continuum of care" concept and overall design in the context of the surrounding environment.

**What are the actual building sizes?**

- The funded 6 story Long Term Care building has a set back from Burley of 10m (30'). The Long Term Care building is sunken below Burley on the west side.
- The 8 story (towards Taylor Way) and 7 story (towards Burley Drive) Private Pay Assisted Living / Memory Care / Long Term Care building is set back from Burley Drive by approximately 40m (130').
- Two 10 storey Independent Living / Life Lease & Affordable Seniors and Team Member Housing buildings are located along Taylor Way.

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**Inglewood Redevelopment QUESTIONS & ANSWERS**

- Funded Long Term Care – 6 storeys
  - Height = 22.7m
- Private Pay Assisted Living / Memory Care / Long Term Care – 7-8 storeys
  - Height = 24.5m
  - Height = 32.3m
- Affordable Seniors and Team Member Housing – 10 storeys
  - Height = 32.3m
- Independent Living/Life Lease – 10 storeys
  - Height = 34.3m

**Are you building tall towers?**

- No, the tallest buildings will be 10 stories, located on Taylor Way.
- The team has been working to reduce the overall height from previous iterations where the previously proposed funded Long Term Care building was a 7 story building and is now a 6 story building.
- In addition, the funded Long Term Care building is being embedded into the slope of the site to further reduce the height from Burley Drive.
- The two buildings on Taylor Way have also been reduced in overall height by one storey each (from 11 to 10 storeys).

**Can you show us the model with the full landscaping?**

The model shows the project in the early stages of development. The landscaping plans are progressing with updates posted as they become available at <https://www.baptisthousing.org/information-materials>

**Does the project meet the criteria spelled out in the official community plan (OCP), which currently calls for only 500-600 new homes in the Taylor Way Corridor?**

- Our proposal is 350 new homes, for seniors and team members/workforce plus care suites.
- The project proposes:
  - Phase 1
    - Building 1 - Long Term Care
      - Total: 253 beds (230 existing beds funded by VCH plus 23 private pay)

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**Inglewood Redevelopment QUESTIONS & ANSWERS**

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**BAPTIST HOUSING**  
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**Inglewood Redevelopment QUESTIONS & ANSWERS**

**How will you protect views from Inglewood and Burley Drive?**

- Burley Drive residences at grade are approximately level with the second and third floors of the 6 storey Long Term Care building.
- Level 1 of LTC is sunken into the site and is 3-6m below the road level of Burley Drive.
- Therefore, the LTC building on Burley Drive will appear as a 4 to 5 storey building. Reduced by a further floor where houses have their main living area on the second level. The approximate setback is 10m (32') from the edge of the site.
- The Assisted Living / Memory Care / Long Term Care building has a setback of 130' from Burley Drive.
- 735 Burley Drive will have dense landscaping.
- The Long Term Care building is setback from Inglewood 6m or (20') from the edge of the site.
- Inglewood residences will have corridor views through the courtyard of the site.
- There will be extensive landscaping along both Burley and Inglewood.

**Will the new buildings throw shadows on houses situated on Burley Drive?**

- The preliminary shadow studies indicate that at 10:00 A.M. on the solstice (March 21 and Sept 21) there will be minimal shadows cast on the adjacent properties on Burley Drive and there will be less shadow impact throughout the summer.

**How will extended onsite construction activities affect quality of life for residents already living there?**

- Our experience when construction occurs adjacent to our existing Baptist Housing care residences has been that for the most part our residents enjoy watching the progress of construction.
- Phase 2 construction noise will be somewhat mitigated by the Phase 1 building to the neighbourhood in particular Burley Drive residences.

**Will construction impact traffic?**

- Site traffic will be professionally managed. We will also be investigating options for off-site worker parking with a shuttle bus to reduce traffic impact on the neighbourhood during construction.
- Phase 1 construction access and exiting will be primarily from Inglewood access. Phase 2 access will be from Taylor Way or Inglewood.
- During Phase 2 our proposed Taylor Way access will help mitigate traffic at the Inglewood/Burley intersection.

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**BAPTIST HOUSING**  
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**Inglewood Redevelopment QUESTIONS & ANSWERS**

**What will the long-term impact be on local traffic (especially Inglewood and Burley Drive) once the project is complete? Is public bus service adequate?**

- A traffic impact assessment is underway with the District and Ministry of Transportation to assess traffic impact and explore ways to mitigate impacts to the neighbourhood.
- The campus is a not a significant traffic generator with the preliminary analysis anticipating only two to three cars per minute during peak periods (staff shift change).
- The approach is to have three entrances and only two exits from the site to help minimize impact on local traffic patterns. The following is an estimate of % of trips:
  - Inglewood Access 46% of trips.
  - Burley Access 31% of trips (passenger vehicle only). We are proposing a right turn in only off of Burley Drive when the construction is complete.
  - Taylor Way Access 23% trips.
- As opposed to the current where 100% of trips access and exit onto Inglewood.
- It is proposed that trucks will access the site primarily from the right-in off of Taylor Way and exit the site directly on to Inglewood Avenue, thus avoiding Burley Drive altogether.
- There will be an on-site minibus to shuttle residents within the neighbourhood.

**Will you have right turn only onto Taylor Way?**

- It is proposed to have a right-in and a right-out on to Taylor Way at the north-east corner of the site.
- A median prevents any left turns in or out of the site at this location.

**Will you have traffic calming on Burley Drive and Inglewood Avenue given increased traffic from deliveries etc.?**

- This will be discussed with the District.

**Will removal of trees on Burley Drive side reduce the ability to reduce traffic noise?**

- There will be planting buffers along Inglewood and Burley to reduce noise.
- The proposed buildings will act as a more effective buffer from noise currently coming from Taylor Way.

**Where can I provide comments on this?**

- Baptist Housing advertised and held two public open houses in October and November, plus an October 29th online "virtual public information meeting". A video of the hour-long virtual meeting may be viewed at <https://www.baptisthousing.org/information-materials>
- Feedback is welcome through mid-November through our online survey at <https://www.baptisthousing.org/process-engagement>

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## BAPTIST HOUSING ONLINE SURVEY FEEDBACK

(Summary of collated comments)

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This is yet another development project designed to overlook the existing property owners' interests and zoning. The facility proposed is far too large in size on an already yellow zone street. This has already reduced property values since I have lived here. Like all developers, money is the object, not consideration to 'blend' into a neighbourhood. The Teylor Way/Inglewood entrance to the property is a constant danger zone. Health care is necessary but not at the cost of obliterating tax payers in this residential area. Go small, not greedy: DO NOT strip the land of privacy from trees but landscape appropriately, DO NOT impose EXCESSIVE \$\$ density beyond reason. As a giver of briefs to City Hall in Vancouver in the past, I am a long time observer of these development games...give me what you want and I will give you what you want. Done deal! Please show some respect for this residential neighbourhood before it is too late.

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We are concerned that the rather large population of clients and employees, together with visitors and service and supply personel and their vehicles, will have an impact on the entire area.

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Taylor way has always traffic jams and this project will make even worse. This location should not be redeveloped.

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My mother has lived in the Inglewood Care Center for the past three years. It has been a great experience. I do not oppose the revitalization of the Care Center, however, it is absolutely outrageous that Baptist Housing, a reputable senior living's company, does not even attempt to collaborate with residents currently living on Inglewood to discuss redevelopment plans. I have attempted to reach out to Howard Johnson to discuss some of my concerns, and have not received a response back. 11 story high buildings is far too high to be built directly in a residential neighbourhood. The maximum height should not exceed 6 story both on Inglewood and facing Taylor Way. Ultimately, I have decided to move my mother from the Inglewood Care Center to the Hollyburn Care Center, as I do not think that Baptist Housing cares about their elderly population, or the local residents enough. Absolutely outrageous!

---

I do not oppose the redevelopment of The Inglewood Care Centre, however, I strongly oppose the large scale rebuild and construction within the plan. Taylor Way and Inglewood are already extremely busy as it is, and having large apartment buildings 11 story is beyond acceptable for the current residents living near Inglewood. 11 story high goes beyond current West Van zoning restrictions, and the fact that the municipality,or Baptist Housing has not directly informed or cooperated with local residents is outrageous.

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I think that most neighbours of Inglewood would support the redevelopment/renewal of the facility, but not the expansion into mixed-use housing as it is currently proposed. The current plans for high-density housing (about 1100 people on a five-acre site) abandons the standards that West Van applies to other residential areas. This could be a model "green" development that provides the necessary green space and community amenities that the municipality would require of a commercial developer. Instead, the mature trees will all be cut down; the mixed community use would generate an enormous volume of traffic (that the care centre alone would not); and the livability of the area will be greatly lessened for the community. There are no community amenities proposed, which would be required of a commercial developer. If the whole development was designed alongside Taylor Way, instead of moving into the quiet residential district along Burley Drive, I think a better argument could be made for the addition of mixed-use housing. I would wager that this development would not be approved if it were proposed further west in the municipality. Again, it is not the rebuild of the long-term-care centre that is in question, it is the greatly expanded housing plan whose impact on the neighbourhood needs to be properly, critically, and openly assessed.

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Hello Although I will not be directly impacted by this development I do have some major concerns. The traffic along Burley is already very heavy,especially at peak times between 0800-0900 and 1500-1600 hrs With the addition of a potential 1100 people this would make Burley a major throughfare . Waiting to get to the lights at Taylor and Inglewood at 1500 hrs is already a huge challenge now but after the development is complete will be impossible It is being suggested that this area is a prime choice as it is close to shopping but there are not any close alternative routes to walk down to shopping so most would have to venture down Taylor Way which for an elderly person would be a stressful experience and almost impossible to return up the hill We have known a few people who were at Maison and found it too steep a climb to return up the hill Lighting is also an issue when walking in the evening;the sidewalks along Taylor Way and Inglewood and Burley are very close to the road and cars travel very fast along there and if seniors are walking,many with balance issues it would be distressing Burley is often used as a speed way to get from Taylor Way to residence Thank you for your thoughts (Name deleted)

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## BAPTIST HOUSING ONLINE SURVEY FEEDBACK

(Summary of collated comments)

There is general support in the area for replacing the long term care beds and even some expansion. The project as outlined goes way beyond this by piggybacking supportive and subsidized housing to the tune of putting 1,100 or so people (according to the open house) on a 5-acre site about 1.2 km. removed from amenities which are down a steep hill. There are no neighbourhood amenities included in the project to begin to compensate for the massive traffic inflows and complete alteration of neighbourhood character. The area is frequently grid-locked with traffic on Taylor Way already. The site is not convenient to recreation and other facilities as promoted. Long-term care beds generate much less traffic than this “Community” as planned. The existing facility is lit up all night with delivery trucks coming in starting at 6AM which is very intrusive on those living nearby. The proposed Phase 1 replacement facility actually does not just replace the existing long term care beds as claimed on a much smaller site, but adds additional beds. That proposal goes far beyond previous concepts which stressed blending in with the residential area. The near complete loss of mature trees on the site is quite disappointing. Those mature trees in the renderings take 40-50 years to get to that height. While I can understand the desire to pack all this extra density on the site to generate more revenue, this proposal is over the top. A truly green project on a reasonable scale that respects the neighbourhood would be supported but this one is quite disturbing in so many aspects.

I'm concerned about the size and density of project which put too much impact on the traffic jam ,air and noise pollution

I strongly oppose the high density among our neighbourhood. I live in (address deleted), your development high density is destroy our privacy andlive enjoyment.

I am very concerned about infection spreading in a 699 unit facility and I wonder seriously if such a large facility is what seniors need.

Your proposal is a vast structure that does not fit in with character of the neighbourhood or indeed West Vancouver. It will also add to traffic woes on Taylor Way and access onto Taylor Way., We need smaller facilities. Post COVID families do not want to place their senior loved ones in huge and impersonal homes. I support senior care but not this massive project as proposed.

The size and scale of this proposal is out of sync with both the local area and the LTC needs of Canadians. COVID has highlighted many long-standing vulnerabilities in LTC. These must be addressed and the entire LTC system must be completely altered. One critical change is to cease developing such large facilities. This would be an excellent opportunity to create an Alzheimer's village that is in scale with the surrounding neighbourhood. Not another beached cruise ship. Sadly - this is WV and it is almost certain that anyone who has concerns about this project will be painted as a senior hating NIMBY and subject to abuse. Those of us in the trenches who are living with a friend or relative requiring care are unlikely to have the time or energy to research and advocate for better LTC options and will support almost anything that looks like a life-preserver. The option being proposed for Inglewood is merely a life-preserver filled with lead. Please do better.

This proposal is far too big! It will NOT relieve pressure on our publicly funded care facilities, which are over-burdened. Redevelop with something much smaller and with publicly funded beds only please.

I don't approve of such a massive development. I would like to see something on a much smaller, more intimate scale with public care beds (not more expensive private care).

This project is WAY TOO BIG. Further, it does not provide any additional public care beds. Our community does not need more private care, we need publicly funded beds.

I was living at Shannon Oaks in Vancouver until February 2020. When the virus struck, I moved to live with my son and family in North Vancouver. I loved Baptist Housing and I would be very keen to live in the Inglewood redevelopment which would bring me much closer to my family. I think it is a wonderful plan and I believe no one would see it flourish and meet the needs of the elderly better than Baptist Housing. My son (Name deleted), who recently passed away, was (identifying information deleted) at Grandview Towers for many years and I know of the care and wonderful work they do for the elderly regardless of income. The Inglewood Development is a wonderful concept. I wish them all the success in the world. (Name deleted)

The redevelopment is too big. The new buildings are too high.

Know Baptist Housing well+ pleased to help any way. Can generate support for public process for zoning. Howard has my contact coordinates. Hope it goes well (Name deleted)

## BAPTIST HOUSING ONLINE SURVEY FEEDBACK

(Summary of collated comments)

---

Too much density

---

Age 62 now. Look forward to the possibility of moving to this facility in the future. Long term neighborhood resident since 1982. Concerned about long long period of heavy construction and impact on neighborhood. Concerned about increase of traffic in long term on neighborhood. Interested in knowing more about long term plan for the entire Taylor Way corridor. I suspect there will be more commercial or institutional development on the corridor in the future but have heard only silence from the municipality to date.

---

It is REALLY important to me that the buildings be built to the highest standards with respect to environmental "friendliness". That means exceeding the WV codes in building and maintaining the development. Reduce GHG, use wood, instal windows that help control heat and cooling and more. Take this opportunity to be innovative.

---

Ver needed and checks a lot of boxes with the mixed use (Name deleted)

---

I think you've nailed it! I approve of all the improvements in design that you have proposed for the new buildings.

---

## WRITTEN FEEDBACK FROM PUBLIC INFORMATION MEETING OPEN HOUSE SESSIONS

**BAPTIST HOUSING**  
SENIORS LIVING

**Inglewood - Revitalization of Inglewood Care Centre**

1. Do you live, work, own a business or have family living in West Vancouver?  
 YES  NO  
 If no, please let us know in which City you live in

2. Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?  
 YES  NO  
 If yes, what is your relationship with this person?

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
  
If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

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 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO

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 YES  NO

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 YES  NO  
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 YES  NO  
 If yes, what is your relationship with this person?  
  
 further along 11th & Mathew.

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
  
If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

## WRITTEN FEEDBACK FROM PUBLIC INFORMATION MEETING OPEN HOUSE SESSIONS

**BAPTIST HOUSING**  
SENIORS LIVING

Inglewood - Revitalization of Inglewood Care Centre

1. Do you live, work, own a business or have family living in West Vancouver?  
 YES  NO  
 If no, please let us know in which City you live in

2. Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?  
 YES  NO  
 If yes, what is your relationship with this person?

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO  
*I think it needs a renovation but not to the extent of the project being proposed.*

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO  
*This project will not benefit any of the surrounding neighbours.*

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
*I've lived across the street for 30 years and this project being proposed is going to disrupt the quiet neighbourhood. I don't want this project to happen. Imagine if you were a resident living across the street... would YOU want this project to happen?*

If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

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 YES  NO  
 If no, please let us know in which City you live in

2. Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?  
 YES  NO  
 If yes, what is your relationship with this person?  
*NOT AT PRESENT BUT PREVIOUSLY YES, GOOD OPTION FOR FUTURE*

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
*GOOD IDEA. MUCH NEEDED.*

If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

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 YES  NO  
 If yes, what is your relationship with this person?

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO  
*I support the old plans not these new plans!*

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
*As a long term resident of Inglewood Avenue, I am completely opposed to this massive redevelopment. My concerns are: traffic, pollution, overcrowding, noise, and safety. This development will take away my view of the mountains as well as impact my daily lifestyle. I chose to live in West Vancouver because of its unique character. This redevelopment is suitable for downtown not for an established residential area.*

If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

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 YES  NO  
 If no, please let us know in which City you live in

2. Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?  
 YES  NO  
 If yes, what is your relationship with this person?  
*neighbours*

3. Do you live on the streets immediately surrounding Inglewood?  
 YES  NO

4. Do you agree that the long term care residence at Inglewood must be replaced with new facilities?  
 YES  NO

5. Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?  
 YES  NO  
*Depends*

6. Please provide us your feedback on the Inglewood redevelopment plan. (Feel free to use the back of this form if you require more space.)  
*The Redevelopment Plan (Design) should be improved. ① Lower Height. ② more setback at the corner of Inglewood & Buxton Dr. ③ Please to consider the light block us.*

If you would like more information on the Inglewood redevelopment project, or have additional questions, please visit our website at [www.baptisthousing.org/inglewoodredevelopment](http://www.baptisthousing.org/inglewoodredevelopment)

Written address deleted

## REAL-TIME QUESTIONS RECEIVED DURING VIRTUAL PUBLIC INFORMATION MEETING

(Summary of all public questions submitted during interactive webcast)

---

Will the building look exactly as it does in the model? Will it be more attractive than what we see right now?

---

Can you tell us exactly the heights and number of floors for each building?

---

Does such a large high density building belong in this neighbourhood?

---

Do you have to be baptist to be eligible to live at Inglewood?

---

Will the people who live there now be guaranteed a spot in the new long-term care building?

---

How will you make sure the increase in residents doesn't result in a lot more traffic in the neighbourhood?

---

Why are so many more units of housing being added? What's wrong with the current arrangement?

---

Why do you want up to 100 employees living on site? Couldn't those homes be rented out to generate more revenue?

---



---

Will this become a noisy neighbourhood with this much development? Will there be noise during construction, and then ongoing noise after it's built?

---

What is being done to make sure the project doesn't have a negative impact on the environment?

---

Will it be walled in, like a giant fortress in our neighbourhood?

---

What specifically will be the unit rental rates for all types of care and housing ?

---

Will a transcript of the Q & A be posted on this web page?

---

Hello, I am the owner of (address deleted).

---

How to share my drawing or my document in this virtual meeting?

---

hello

---

When do you expect the project to be finished?

---

Why does this project have to be so big?

---

Question: is the city planner here?

---



---

Isn't traffic going to be a big problem for those of us in the neighbourhood--we're a residential neighbourhood and this project is going to add a lot of people and traffic.

---

Do you have to be a Baptist to live there?

---

where can show the participants?

---

This proposal with sketches is deceiving and inaccurate. Also doesn't show the loss of views and natural light for the residential houses along burley drive and Inglewood. These are 24/28 m high buildings.

---

How will the development deal with added traffic congestion from senior residents, visitors, staff, ambulances, and delivery trucks?

---

What will be the compensation to residents on Inglewood Avenue and Burley Drive for the pain and suffering caused by this development?

---

could you show the questions...

---

What is your justification for the residence on Inglewood having possible decreased property value from this development?

---

How will you deal with staff and visitor parking?

---



---

will west vancouver residents get first crack at the residences?

---

What will be done to minimize the effect on existing residence on burley Drive and Inglewood Ave?

---

How can you justify the added noise, traffic, congestion, pollution and over crowding on such a small area of land in a residential neighbourhood?

---

I love senior living, I love our neighbourhood more, we live here, I love the 2017 plan, why proposal this high rise to our neighbourhood, and how to deal with the safety

---

can the storey height be reduced as that will block the view of existing residence on burley drive?

---

how are you different from the for profit seniors homes?

---

Very much like the overall concept of multiple levels of care on one site, but my two issues are that the towers are too high and the overall project too massive as currently envisioned for the space and location.

---

Also what do you anticipate will be the approx. price point of the private pay suites?

---

## REAL-TIME QUESTIONS RECEIVED DURING VIRTUAL PUBLIC INFORMATION MEETING

(Summary of all public questions submitted during interactive webcast)

what is the process to get this project approved? will our neighbourhood have a say with council or is this project a given?

Taylor way is already backed up on a daily basis to the highway. Changing the intersection won't fix anything.

how does this compare to existing seniors homes that we have now?

Can the entrance on burley drive and inglewood be removed to reduce traffic and noise? ie have entrance on taylor way only

You say that the traffic will be confined to Taylor Way, however, two of the main entrances are located on Burley Drive and Inglewood Avenue..?

What will the impact be on residents living on Inglewood/ burley dr across from the development? Years of noise and disruption?

What kind of guarantee is there regarding affordability? What is the actual benefit to locals otherwise?

This is great! Will there be any retail like a cafe for instance on site?

seniors homes across canada didn't fare well during covid--what will you do differently with this project?

How will this affect the price of our properties? We are afraid this massive development will devalue our property....

The corner of Burley Dr and Inglewood is also a nightmare. Will there be better visibility for folks driving around the bend? Note the fact that neighbour's there have a double concrete barrier protecting their home.

will the powerpoint shown here be available online?

You have been asked at Council, are you willing to build a smaller project for say 400 units, not 699?

Is there any flexibility in tweaking the numbers/ density of the project?

Could you show the loss of views and natural light for the residential houses along burley drive and Inglewood. You are building 24/28 m high buildings.

how many floors will be above the burley drive side?

How will such a development impact local property value? I imagine there has been analysis on this end with respect to similar developments.

how tall will the trees on inglewood ave and burley drive be?

Why not expand the building size to lower the height of bulidngs and have ares like flower garden, solarium, sunset terrace on roof top of say 1 or 2 storeys building?

Is there room to reduce the overall project size if this is what the majority of West Vancouverites would like?

We will all need seniors housing one day, is there a current shortage in the district? and is this expected to worsen as the population ages a whole?

Please answer the question of how our property values on Inglewood Avenue and Burley Drive will be affected by this development!?

Why is there no increase in the 230 existing publicly funded Long Term beds when that is the segment of care needing more capacity than private pay units

There has been a couple in person open houses held. What was the response and turn out at these events?

would you please show the architectural schematic section/ sketch showing the relationship between the proposal and neighborhood?

any plans to expand the development to residence west of burley and south of inglewood?

What level of sustainability are you targeting? Passive House? Leed? How will you reach these targets?

West Van Care home on 27th with publicly funded 75 long term beds is closing shortly. So if Baptist doesn't increase the number of publicly funded LT care, West Van is facing a decline in LT care beds

Can I confirm for the 6 storey building, it will be 5 storeys above burley drive? Will that completely block the view of residence on the west side of burley?

Are my unreviewed questions going to be answered?

Disappointed in the lack of specific answers



## EMAIL INQUIRIES RECEIVED

**From:** Howard Johnson  
**Sent:** September 23, 2020 4:23 PM  
**To:** (SENDER NAME DELETED); Howard Johnson <[hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)>  
**Subject:** RE: Private & Confidential - Inglewood Care

(SENDER NAME DELETED),

Thank you for your email. We are currently preparing public information materials for our upcoming open houses and look forward to sharing our plans with the community in person and on our website.

Michael Flannigan from BC Housing provided answers to several of your questions and provided an additional point of contact at BC Housing. Answers to your remaining questions as they relate to Baptist Housing and the project will be addressed in our public materials to ensure we share the information broadly with the community. As I am sure you can appreciate, communication received regarding this project cannot be held as private or confidential and similarly we are not able to share aspects that we are legally obliged to keep confidential.

That said, we are extremely proud of our proposal and know it will add to seniors housing mix in West Vancouver. As such we are looking forward to sharing as much information as possible in the days and weeks ahead.

With Appreciation & Blessings,

**Howard Johnson**  
 President & Chief Executive Officer  
 Baptist Housing

T. 604.940.1960 ext. 108 | F. 604.940.1963 | C. 604.240.6888  
 E. [hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)

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[www.baptisthousing.org](http://www.baptisthousing.org)

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**From:** (SENDER NAME DELETED)  
**Sent:** September 23, 2020 7:07 AM  
**To:** Howard Johnson <[hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)>  
**Subject:** Re: Private & Confidential - Inglewood Care

Howard - I know you are in a rush with this project, so I am just following up on my questions of a week ago as we would like the answers this week

I have some more questions about the number of people in the current facility versus when the project is complete

1. We would like to know how many people will be living in the new facility versus currently.
2. How many visitors will they have
3. How many medical, including social workers) support staff?
4. How many other support staff (food, laundry, cleaning, repairs) will be required
5. How many delivery trucks, ambulances etc

I understand that Baptist plans 3 information meetings, but we are unclear what will the format of each meeting and which will be the formal Public Consultation meeting

What impact does the Provincial Election have on the project ?

The answers to these new questions can come after your first answers

Thank you Howard (SENDER NAME DELETED)

On Wed, Sep 16, 2020 at 4:00 PM Howard Johnson <[hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)> wrote:  
 Thank you (SENDER NAME DELETED) for your email.

After the Council meeting Monday evening I headed to Kelowna to meet with our front line care workers at our residences in Kelowna. To meet everyone possible I am at our residences at 6 in the morning until into the evening each day. I am returning on the weekend and will connect with you next week.

With Appreciation & Blessings,

**Howard Johnson**  
 President & Chief Executive Officer  
 Baptist Housing

T. 604.940.1960 ext. 108 | F. 604.940.1963 | C. 604.240.6888  
 E. [hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)

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**From:** (SENDER NAME DELETED)  
**Sent:** September 16, 2020 7:16 AM

**To:** Howard Johnson <[hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)>  
**Subject:** Private & Confidential - Inglewood Care

Mr Johnson - I live in West Van - this project has merit, but the size, height, mass in a residential area is wrong. You are TRIPLING the existing facility and so I have some questions

1. What are the full legal names of the partners / owners of Inglewood Care?
2. How do you manage your cash flow to ensure you are a Non-Profit ?
3. What are the details of the purchase price and the financing amount by who?
4. What was the source of the Baptist Housing's investment ?
5. What are the terms of the purchase funding - amortization, interest rate and term ?
6. Please provide a high level 5 year cash flow projection (before construction) with major assumptions

Turning to the construction phases

1. Why are you fast tracking this project giving residents almost no time to understand
2. How much additional funding will Baptist contribute?
3. Will this be equity or debt?
4. What is the amount, interest rate, term of the \$400M construction funding provided by who?
5. How much contingency cost is built into the construction budget?
6. How will cost overruns be handled by who and what cash resources do they have today?
7. What are the details of the long term permanent takeout financing by who?
8. Please provide a high level 5 year cash flow projection for Phase 1 and then subsequent Phases with major assumptions
9. How is the viability of Phase 1 dependent subsequent Phases ?

Ring Fencing

1. You mentioned a few times that all excess cash flow/profits and life lease proceeds would be retained in the Inglewood Care organization
2. How will Inglewood Care be ring fenced to ensure no assets will be lent or transferred out?
3. To what degree will the retention of excess cash flow subsidize the private pay units ?
4. What approx will be the dollar amount or % of the subsidy?

I look forward to this information (SENDER NAME DELETED)

**From:** (SENDER NAME DELETED)  
**Sent:** September 27, 2020 11:10 AM  
**To:** Michael Flanigan <[mflanigan@bchousing.org](mailto:mflanigan@bchousing.org)>; Howard Johnson <[hjohnson@baptisthousing.org](mailto:hjohnson@baptisthousing.org)>  
**Subject:** Re: Private & Confidential - Inglewood Care

Thank you for your reply - Mr Johnson has not provided any answers to any of my questions

I am trying to understand the purchase price metrics and the debt servicing required.

The LTC land was assessed at \$28 million plus 2-3 lots for a total of say \$35 million. Is this correct?

The overall purchase price was approx \$128 million, leaving going concern business value of \$93 million for the 230 units (approx \$404,000 per door) - Is this approx correct?

Baptist invested approx \$14 million of the \$128 million purchase price, so the purchase debt is approx \$114 million - what would be the approx monthly debt service payments on this debt ?

Broadly I understand that MCAP will provide the takeout financing when the project is fully completed. Where does CMHC fit in ? Today, what would the approx interest rate be and is it fixed for 30 years or ?

Turning to Construction that you will be funding, will this be a fixed price construction contract ?

How much contingency cost is built into the construction budget?

How will cost overruns be handled by who?

Thank you (SENDER NAME DELETED)

On Thu, Sep 17, 2020 at 9:48 AM Michael Flanigan <[mflanigan@bchousing.org](mailto:mflanigan@bchousing.org)> wrote:  
 Thank you (SENDER NAME DELETED) for your email and inquiry. I am directing your email to the owners of the property and the spokesperson for the development, Mr. Howard Johnson, who will provide a detailed response to your inquiry regarding the construction phases. Baptist Housing is the applicant and is leading the development and tracking all community engagement and is control of the redevelopment timelines.

With regard to your questions about the new owners of Inglewood, it is the Baptist Housing Society, a registered non-profit organization who have a long and successful track record of providing residential care and assisted seniors living across the Province. The purchase price was established by a several independent leading appraisal firms who specialize in valuation of residential care assets and development property and was approximately \$125 million. The purchase price was made up from the assembly of several properties totalling 5 acres and was funded by equity from Baptist Housing and financing arranged by BC Housing through the Province's Housing Hub program and Community Partnership Initiative (which arranges low cost financing for the non-profit sector across the province). The take-out financing is held by MCAP and the terms of that loan facility are confidential and would require MCAP's prior agreement to disclose the financial terms under the mortgage contracts. I can disclose that the amortization period of the loan runs through March 1, 2050.

Going forward, please note that John McEown is the project development manager for B.C. Housing and will be available through the consultation process to address additional questions and issues as they arise. I have included his contact information for your convenient reference.

Thank you for reaching out with these thoughtful questions and for informing yourself as to the merits of this proposal. BC Housing looks forward to supporting the community in making an informed decision on this development application.

Sincerely,  
 Michael Flanigan

**From:** (SENDER NAME DELETED)  
**Sent:** September 17, 2020 8:00 AM  
**To:** Michael Flanigan <[mflanigan@bchousing.org](mailto:mflanigan@bchousing.org)>  
**Subject:** Private & Confidential - Inglewood Care

Mr Flanigan - I live in West Van - this project has merit, but I have some questions

1. What are the full legal names of the partners / owners of Inglewood Care?
2. What are the details of the purchase price and the financing amount by who
3. What are the terms of the purchase funding - amortization, interest rate and term ?
4. What program funded the purchase?

Turning to the construction phases

1. Why are you fast tracking this project giving residents almost no time to understand
2. Can you elaborate on the Community Housing Care Program
3. How much additional funding will Baptist contribute?
4. Will this be equity or debt?
5. What is the amount, interest rate, term of the \$400M construction funding provided by who?
6. How much contingency cost is built into the construction budget?
7. How will cost overruns be handled by who and what cash resources do they have today?
8. What are the details of the long term permanent takeout financing by who?
9. How is the viability of Phase 1 dependent subsequent Phases ?

Ring Fencing

1. Mr Johnson mentioned a few times that all excess cash flow/profits and life lease proceeds would be retained in the Inglewood Care organization
2. How will Inglewood Care be ring fenced to ensure no assets will be lent or transferred out?
3. To what degree will the retention of excess cash flow subsidize the private pay units ?

Thank you for your time

(SENDER NAME DELETED)

**From:** (SENDER NAME DELETED)  
**Subject:** About the Design of Inglewood Building 1(Phase1)  
**Date:** November 5, 2020 at 8:37:51 PM PST  
**To:** [andrew.thomson@zgf.com](mailto:andrew.thomson@zgf.com)

Good Evening Mr. Thomson,

Thank you for your patient and kind explanation in today information session. I am more concern about:

1. the loss of views and natural light for our residential houses along burley drive.
2. These are 24/28? m high buildings in front of us. Where is the architectural schematic section like the sketch picture showing the relationship between the proposal and neighborhood 3. How much setback to the intersection(Inglewood & Burley) would be suitable?

I strongly recommend the ONNI Evelynne and Amica Senior Living (Keith Rd) which nearby.

Again, Thank you so much for your kind work, Best wishes for you and our neighbourhood.

(SENDER NAME DELETED)

## **Inglewood Redevelopment – Public Exhibit Harmony Arts Festival Activation FINAL REPORT**

### **Harmony Arts Festival:**

The Harmony Arts Festival is West Vancouver’s premiere Art and Music Festival. The festival is intended to bring the business, and arts & cultural communities together for mutual benefit; build a healthy cultural community through cooperative efforts of volunteers, community organizations and grassroots groups; provide a forum for public education about the arts and the value of arts to the quality of life in West Vancouver; and set a benchmark of excellence in all endeavours of the Festival.

In 2020 the festival was modified due to the COVID-19 pandemic, but still managed to safely accommodate over 85,000 guests. The 2021 festival was one of the first public festivals in British Columbia since the relaxing of public health restrictions and included live music, dining options, a market row, kid’s activities and a variety of visual art showcases and installations.

Baptist Housing became a sponsor of the Harmony Arts Festival as an opportunity to build ties with the community, develop a stronger relationship with the District of West Vancouver Senior’s Activity Centre and engage with members of West Vancouver’s citizens on the redevelopment plans for the Inglewood Care Centre.

### **Dates/Location:**

Set-up: July 29

Strike: August 8 & 9

#### **Operational Dates & Hours:**

Friday, July 30	3:00pm – 9:00pm
Saturday, July 31	12:00pm – 9:00pm
Sunday, Aug 1	12:00pm – 9:00pm
Monday, Aug 2	12:00pm – 9:00pm
Tuesday, Aug 3	3:00pm – 9:00pm
Wednesday, Aug 4	3:00pm – 9:00pm
Thursday, Aug 5	3:00pm – 9:00pm
Friday, Aug 6	3:00pm – 9:00pm
Saturday, Aug 7	12:00pm – 9:00pm
Sunday, Aug 8	12:00pm – 9:00pm

#### **Location:**

The 2021 Harmony Arts Festival took place at Millennium Park and on Argyle St. in West Vancouver. The Inglewood Redevelopment exhibit was set-up at on the west side of Millennium Park near the Silk Purse and was at a good intersection of pedestrian traffic from the sea walk and from Argyle St. The 10x15 Baptist Housing tent was set-up next to a 20x20 tent which housed our event partner, the District of West Vancouver’s Seniors’ Activity Centre.

**Seniors’ Activity Centre**

As part of the Harmony Arts Festival Activation, Baptist Housing partnered with the Seniors’ Activity Centre (SAC) to showcase the art and artists of West Vancouver’s seniors. We called the activation *Creative Insights: A Showcase of Art and Artists by the West Vancouver Senior’s Centre*. Art forms showcased included quilting, textiles, wood working, painting, photography, jewelry, and others.

The staff and board of the SAC were very involved in both scheduling their artists and volunteers, showcasing their artwork, and attending the exhibit themselves. Overall feedback from the SAC was very positive with a strong interest in partnering again in future.

**Marketing:**

In addition to sponsorship benefits which promoted Baptist Housing’s participation in the Harmony Arts Festival (listed below), BH also placed an advertisement in the North Shore News (Wednesday, July 28). A copy of the ad can be found attached to this report.

**Sponsor Benefits:**

- Logo recognition on festival posters—300 distributed
- Logo recognition on festival postcards—1500 distributed
- Logo recognition on twelve West Van bus shelter ads for one month
- Logo recognition in six local print ads—circulation approximately 57,000
- Logo recognition in WV Community Centre Atrium display ad
- Logo recognition in post event Thank You ad—local publication
- Logo with link on harmonyarts.ca—average 265,000 views
- Logo featured on program/venue page on harmonyarts.ca
- Sponsor mentions via social media channels
- Name recognition on Harmony Arts program map at harmonyarts.ca
- Logo recognition on four 4’ x 8’ Sponsor Thank-You signs strategically placed onsite

**Attendance:**

Below are the number of direct and indirect contacts, as well as the number of feedback forms that were completed on-site. A total of 54 feedback forms were completed online from July 30 – August 23. Those responses can be found attached to this report.

DATE	Hours	DIRECT	INDIRECT	FEEDBACK FORM SUBMISSIONS	HANDOUT DISTRIBUTED
30-Jul-21	3:00pm-9:00pm	35	65	0	26
31-Jul-21	12:00pm-9:00pm	86	108	11	15
01-Aug-21	12:00pm-9:00pm	165	231	19	25
02-Aug-21	12:00pm-9:00pm	149	239	5	27
03-Aug-21	3:00pm-9:00pm	35	90	0	6
04-Aug-21	3:00pm-9:00pm	57	133	8	5
05-Aug-21	3:00pm-9:00pm	25	82	2	2

<b>06-Aug-21</b>	3:00pm-9:00pm	51	89	1	9
<b>07-Aug-21</b>	12:00pm-9:00pm	104	107	0	6
<b>08-Aug-21</b>	12:00pm-9:00pm	216	230	1	7
<b>TOTAL</b>		<b>923</b>	<b>1374</b>	<b>47</b>	<b>131</b>

*\*Direct = a person the team spoke to directly; Indirect = a person that saw the exhibit, but didn't speak to a staff member.*

**Summary of feedback:**

Overall, the activation was positively received by most people that stopped by to learn more. Most people understood the dire need for new seniors' homes and were glad to know that the old building was going to be redeveloped. Almost everyone said that they were very supportive of the new plan and thought that it was very well done and would be a great asset to West Vancouver. There were only a few people that stopped to say they were adamantly opposed to the development.

Most common questions received:

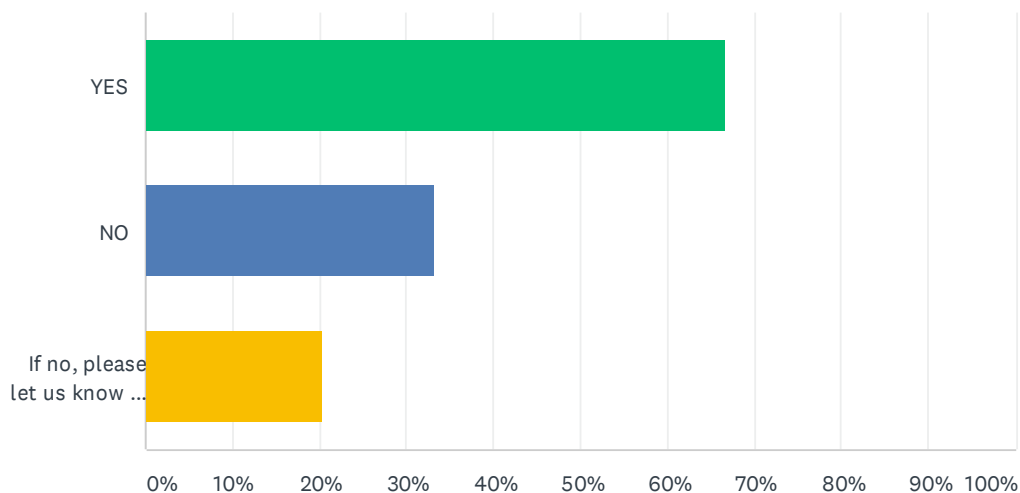
1. How can I get myself or a family member on the waitlist now? (the most common comment received)
2. What is the process to get a unit/place?
3. What will a unit cost?
4. Who will be able to live in the affordable housing building?
5. When does construction officially start?
6. What are the next steps of the process with the District?
7. What is the process for people living in the Centre now? How will they be transitioned?

Additional feedback received:

1. This is very much needed in the community; we fully support the development.
2. Appreciative of the fact that Baptist Housing took the feedback and split up the buildings.
3. A woman that currently works at the facility dropped by and explained how excited her and her colleagues are for the new development. She said she was also looking forward to the opportunity to live in the affordable living building as she currently commutes over an hour to get to work each day.
4. A couple questions specifically around environmental concerns.
5. A couple comments about landscaping and what it will look like exactly.
6. A comment from a member of the Har El centre and the impact it could/will have on their parking.
7. A lot of comments about the impacts of COVID-19 on seniors living homes.
8. Many people didn't know that much about Baptist Housing, so it was a good opportunity to educate people about other Baptist Housing owned facilities around the province.
9. There should be more focus on physical activity options (ie a pool and fitness centre). The bike path should also be longer and more accessible. The woman that provided this comment was upset that physical health of the residents wasn't in the current plan.
10. One person was very concerned about how it will be built with rising building costs (primary for lumber) and how that will impact the unit costs in the end.

# Q1 Do you live, work, own a business or have family living in West Vancouver?

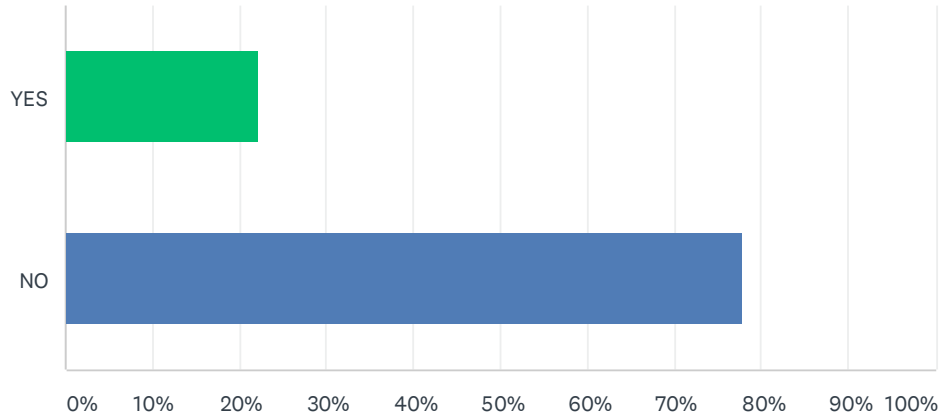
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES	
YES	66.67%	36
NO	33.33%	18
If no, please let us know in which City you live in	20.37%	11
Total Respondents: 54		

## Q2 Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?

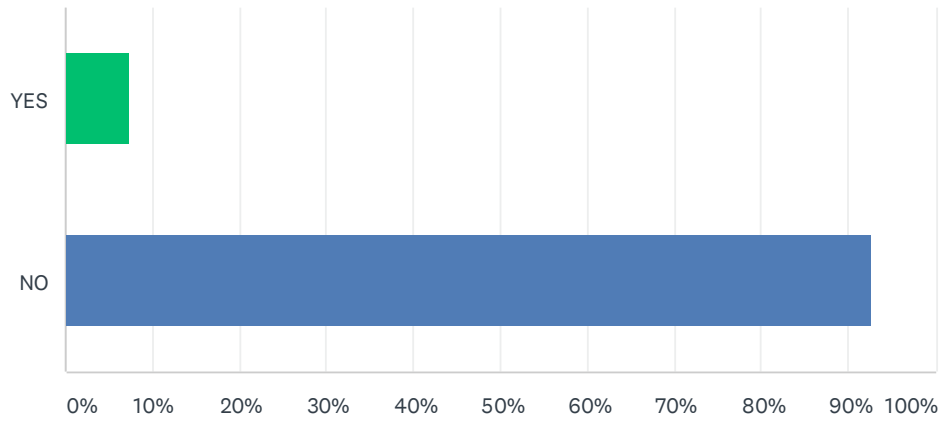
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES	
YES	22.22%	12
NO	77.78%	42
Total Respondents: 54		

### Q3 Do you live on the streets immediately surrounding Inglewood?

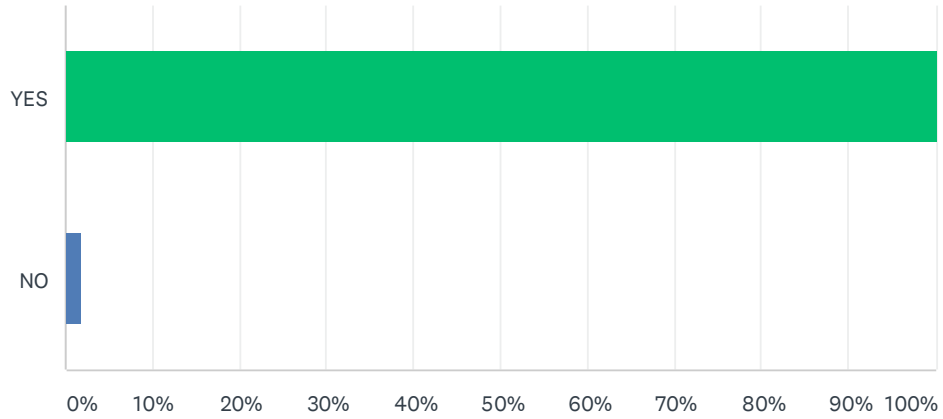
Answered: 54 Skipped: 0



ANSWER CHOICES	RESPONSES	
YES	7.41%	4
NO	92.59%	50
Total Respondents: 54		

### Q4 Do you agree that the long term care residence at Inglewood must be replaced with new facilities?

Answered: 51 Skipped: 3

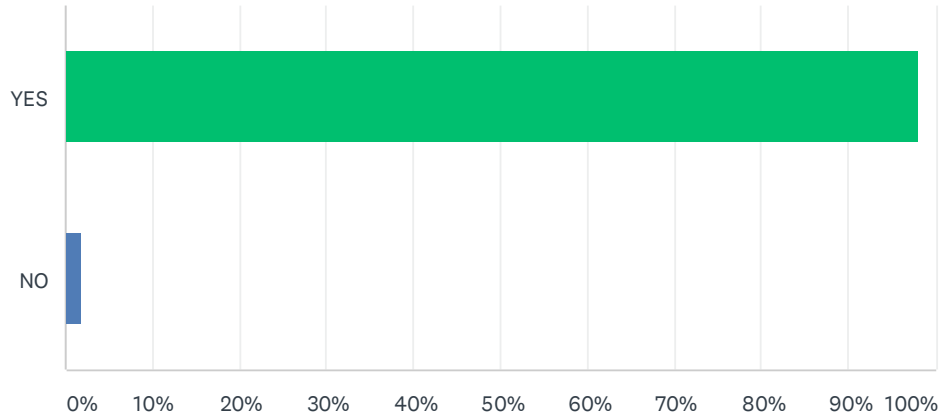


ANSWER CHOICES	RESPONSES	
YES	100.00%	51
NO	1.96%	1
Total Respondents: 51		



### Q5 Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?

Answered: 53 Skipped: 1



ANSWER CHOICES	RESPONSES	
YES	98.11%	52
NO	1.89%	1
Total Respondents: 53		

**Q6 Please provide us your feedback on the Inglewood redevelopment plan.**

Answered: 44 Skipped: 10

Do you live, work, own a business or have family living in West Vancouver?			Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?			Do you live on the streets immediately surrounding Inglewood?		Do you agree that the long term care residence at Inglewood must be replaced with new facilities?		Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?		
YES	NO	If no, please	YES	NO	If yes, what is your relationship?	YES	NO	YES	NO	YES	NO	Please provide us your feedback on the Inglewood redevelopment plan.
YES			YES		Mother			NO	YES	YES		Open-Ended Response
YES				NO				NO	YES	YES		Like 2 smaller building options from the 1 larger building on burley Great idea to have shuttle go to/ from park Royal area to help with easy transit for staff or residents
YES								NO	YES	YES		It is ambitious and I think badly needed to fill needs of this municipality with many seniors living here. I am a senior with a lot of health care experience. I live in my own home and have children near by. We all hope we can stay in our own homes but there comes a time when this is not good for our health and this facility with multiple levels of care options is an excellent idea.
YES				NO				NO	YES	YES		It is ambitious and I think badly needed to fill needs of this municipality with many seniors living here. I am a senior with a lot of health care experience. I live in my own home and have children near by. We all hope we can stay in our own homes but there comes a time when this is not good for our health and this facility with multiple levels of care options is an excellent idea.
YES				NO				NO	YES	YES		LTC increased needs are real.
YES	NO			NO				NO	YES	YES		
YES	NO	NORTH VAN		NO				NO	YES	YES		It's a fantastic idea We need more housing for everyone.
YES			YES					NO	YES	YES		Greatly overdue.
YES	NO	New Westminister		NO				NO	YES	YES		The needs are so great this seems like a drop in the bucket
YES	NO	Capilano	YES	NO				NO	YES	YES		I thing is a very good idea for our community and a great way we can support and help our parents or grandparents.
YES					Just know the struggle if attempting to look for a reasonable care center.			NO	YES	YES		I think it is a very practical, wonderful idea
YES				NO				NO	YES	YES		I agree that the redevelopment of Inglewood will create more affordable housing and care residents for seniors anywhere.
YES				NO				NO	YES	YES		It'll cost more to try and fix it then to do the whole building again. It can create more comfort of a newer building with any catastrophic events that can happen
YES	NO		YES					NO	YES	YES		Sounds like a great idea
YES				NO				NO	YES	YES		Looks like a good plan!
YES				NO				NO	YES	YES		I agree we need to redevelop but it doesn't need to be so large. The scale of this project is just too big for the community and the Taylor Way generally. Thanks
YES			YES			YES		YES	YES	YES		Much Needed for the city of west van!
YES	NO	North Vancouver		NO				NO	YES	YES		The north shore definitely needs this type of development. I'm all for it. I live in North Vancouver but on the border with West Van.
YES				NO				NO	YES	YES		West Vancouver really needs this because we don't have anything else to rely on. I don't want to move out of my community as I age.
YES			YES		Husband			NO	YES	YES		As so many of the care facilities in West Vancouver are closing we should be holding on to the remaining facilities and encourage them to redevelop.
YES				NO				NO	YES	YES		With the closure of Capilano care and West Vancouver Care centers, the redevelopment and addition of complex care beds is much needed for the community. Please consider the addition of Special care unit beds as those are much needed for the North shore at rapidly increasing rates

Do you live, work, own a business or have family living in West Vancouver?			Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?			Do you live on the streets immediately surrounding Inglewood?		Do you agree that the long term care residence at Inglewood must be replaced with new facilities?		Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?		
YES	NO	If no, please	YES	NO	If yes, what is your relationship?	YES	NO	YES	NO	YES	NO	Open-Ended Response
	NO	North vancouver	NO					YES				Please provide us your feedback on the Inglewood redevelopment plan.
	NO	North Vanc	YES		My mother			YES				Looks really attractive
	NO	North van	NO					YES				Sounds like a good plan the north shore needs more seniors housing
								YES				It looks like a development needed badly.
YES				NO		YES						Should buy two units across the street on Taylor way to help alleviate the amount on the property, the stories are too high for the properties facing Inglewood on Burley Drive. The 7 stories is too high.
YES	NO			NO						YES		Sounds Great
YES				NO		NO		YES		YES		Great looking plan, within lots of options. Exactly what WV needs. Great job!
YES												Facilities that is open to the surrounding neighborhood where the community interaction is introduced. IE> pool, restaurants, corner store. Also modeling the children and seniors interaction model where the children's playground could be closer to the seniors so that the age difference can be mixed.
YES	NO	Vancouver	NO					YES		YES		Looks good
YES			YES	NO				YES		YES		Looking at the internal courtyard, I am concerned about the level of sunlight the gardens will get.
YES				NO				YES		YES		Noticing the one LTC building has green space shown. Would you add more green space on the other buildings for temp control and also utilize rain water within the gardens. Ecological attention.
YES	NO	North vancouver	NO	NO		NO		YES		YES		Looking forward to the community improvements!
	NO	North vanc	YES		My mom	NO		YES		YES		Sounds like a good plan. Many more facilities of this type are needed now. Our government needs to step up the work on helping our seniors have a better quality of life and not just discard them and put them in Evergreen House type facilities. I am fully in favour of any upgrading development of long term care.
	NO			NO		NO		YES		YES		I am amazed about how many people cannot afford assisted to full care and this is desperately needed in West Vancouver.
YES				NO		NO		YES		YES		
YES				NO		NO		YES		YES		
YES				NO		NO		YES		YES		
YES				NO		NO		YES		YES		Save us a spot!
	NO			NO		NO		YES		YES		This would be a great asset to the North Shore community. It will be more than needed so Seniors can stay on the North Shore close to family.
	NO			NO		NO		YES		YES		You should add in amenities like a store which has more fresh produce.
YES				NO		NO		YES	NO	YES		
YES				NO		NO		YES			NO	
YES				NO		NO		YES		YES		Good luck with moving on with the development.
YES				NO		NO		YES		YES		Good luck with moving on with the development.
YES				NO		NO		YES		YES		
	NO	North Vanc	YES		My mother, so that she would be close to us (we	NO		YES		YES		Sounds great! There is a definite need for this. We like the idea of aging-in-place.

Do you live, work, own a business or have family living in West Vancouver?			Do you have a family member or friend living in Inglewood Care Centre at present, or do you hope to have someone you know live there in future?			Do you live on the streets immediately surrounding Inglewood?		Do you agree that the long term care residence at Inglewood must be replaced with new facilities?		Do you support the idea of redeveloping Inglewood to create more affordable housing and care residences for seniors in West Vancouver?		
YES	NO	If no, please	YES	NO	If yes, what is your relationship?	YES	NO	YES	NO	YES	NO	Please provide us your feedback on the Inglewood redevelopment plan. Open-Ended Response
YES			NO				NO	YES		YES		Agree this is a good idea and am very interested in the rental of independent living and future assisted living.
YES			YES				NO	YES		YES		Had a family member at Inglewood and was extremely happy, enjoyed the facility and loved happy hour- most important thing to consider should be food and freshness.
YES			YES		Husband		NO	YES		YES		Long overdue and need a facility to help as one ages and stay in one place.
YES	NO		NO			YES		YES		YES		It looks very promising.
			NO				NO	YES		YES		It looks very well thought out and is a much needed facility for the North Shore with its aging population
YES			NO				NO	YES		YES		It looks great! I love the integration of green spaces around the building and bicycle access. Please make sure there are lots of benches and bike locks surrounding the area and maybe this will become a thriving spot in the community.



ODLUM BROWN  
presents



## West Van Seniors: The Creative Heart of Our Community

We'll see you at this year's Harmony Arts Festival as Inglewood by Baptist Housing presents:

### Creative Insights

A Showcase of Art and Artists by the West Vancouver Seniors' Activity Centre

July 30 – August 8 | Noon - 8:00 pm  
Millennium Park, West Vancouver

Join us in this summer celebration of the arts and learn about Baptist Housing's renewal plans for the Inglewood Care Centre.

We're working to preserve funded long-term care in West Vancouver and offer a wide variety of new, affordable housing options so West Van seniors can stay in the hometown they love.

Inglewood   
by BAPTIST HOUSING

