

# Bridgeland Riverside Continuing Care Centre What We Heard Report

**Public Info Session** | November 29, 2018

[ahs.ca/bridgelandproject](https://ahs.ca/bridgelandproject)  
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## About the Project

In April 2017 the provincial government announced approval of a new 200-bed continuing care centre and ambulatory care facility for Calgary. The project will be built on a 10-acre property in Bridgeland owned by Alberta Health Services (AHS) and will be operated by Carewest. The new Bridgeland Riverside Continuing Care Centre will help meet the growing need for specialized continuing care in the area and across Calgary. It will also benefit the surrounding community by providing new park and landscaped spaces.

## About the Public Info Session

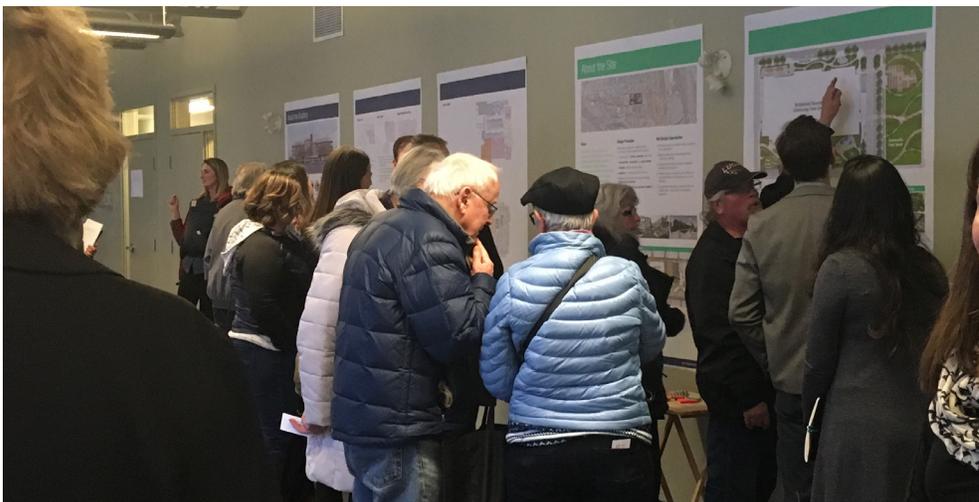
AHS and Alberta Infrastructure have been meeting with various stakeholders since early 2018. On November 29, a public information session was hosted at the Bridgeland-Riverside Community Association (BRCA) where we shared design drawings, details on facility residents, landscaping, parking and construction plans.

The evening featured two identical presentations with Q&A sessions, and one-on-one conversations around the displays. Area residents and community members were able to discuss their questions and concerns directly with members of the project team (including AHS, Alberta Infrastructure, Carewest, FWBA Architects, and O2 Planning + Design).

To view the presentation materials, visit the project website at [ahs.ca/bridgelandproject](https://ahs.ca/bridgelandproject)

The event was advertised to the community through a variety of formats from November 16-29, including:

- + Information cards distributed to the homes of immediate area residents
- + Posters and postcards distributed and displayed at local businesses
- + Roadside signs (3) located around the project site and outside the BRCA
- + Invitation to the BRCA which was distributed to membership
- + Online on the project website



## Sample Comments from Info Session

“Bringing care closer to seniors in the neighbourhood. Finally!”

“Looks like a condo – not a care centre. Great design! A+”

“Concerned not adequate parking for Bridgeland with density increasing but not parking.”

“Love the layout and open space. Excellent patios on the upper floor.”

“LOVE the gardens, walkways and paths”

“Good idea but consider future residential in other areas. Limit the density of long term care residents.”

“Looks like nice project to fill space been sitting empty for long time. Will help area.”



## What We Heard

Overall, the tone and feedback received was very positive and supportive of the project. While there were a number of concerns raised about impacts to local traffic, parking, and construction, participants also felt that the continuing care centre was a necessary and welcome addition to the Bridgeland-Riverside community.

Some of the themes that were raised at the session included:

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### Services

#### Key learnings and what we are doing:

- + Better understanding of the long-term care centre and outpatient/day program services that would be offered.
  - + Felt that this facility would connect local seniors to necessary services and programs, which is needed in this community.
  - + The facility was viewed as being a way to better integrate seniors into the community.
  - + Seen as bringing employment opportunities to the area and increased benefit to the community and residents.
  - + Some neighbours raise concerns about security and safety of both patients and the community when site opens.
- + AHS and Carewest are committed to protecting the safety of neighbours, residents, visitors and our staff. We have well-established and proven practices and procedures in place to ensure everyone is safe. In-house AHS protective services staff (peace officers) will also be on site at all times and available to assist should they be required.
  - + When the site opens Carewest will provide contact information to Bridgeland residents who may have any further questions or concerns about facility residents.

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### Building and Design

#### Key learnings and what we are doing:

- + The building and design were perceived to help balance the surrounding planned residential density.
  - + Reflective of other residential development in the community.
  - + Appreciation of the design and amount of green space on site and incorporation of community spaces (such as the continuation of community garden areas).
  - + Affirmation of the importance of pedestrian connectivity through/around site.
  - + Interest in long-term plans for the entire campus.
- + AHS is committed to continue discussions with the BRCA and community on what healthcare community services, clinics and programs might be offered on the rest of the site (campus) in the future. We will be reaching out to the community in 2019 and beyond to further these discussions.

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### Demolition and Construction Activities

#### Key learnings and what we are doing:

- + During construction, it was noted that it will be important to manage and mitigate the impacts such as parking, noise, debris, safety, and garbage/recycling pick-up.
  - + Request to clearly communicate the demolition timeline to residents.
  - + Concerns about long term impacts from construction activities included the loss of street lighting from the demolition of the Cross Bow and mature tree canopy.
  - + Request to ensure ample site lighting during demolition and construction to ensure safety of the site and the community, including residents who live nearby.
- + A message that we heard loud and clear from the community was that they wanted to be kept apprised of what is happening, both with current construction activities and as future planning occurs. AHS will be reaching out to the community in 2019 and beyond to further these discussions.
  - + When demolition and construction activities get underway, our project team is committed to keeping the community and the BRCA informed of construction activities that impact the community (road closures, loud noises, increased traffic, parking studies, etc.). We will work with the City of Calgary to minimize disruption to traffic flow around construction.
  - + The project team will continue to meet regularly with the BRCA to provide updates and receive feedback on the Project.
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## Parking, Traffic and Accessibility

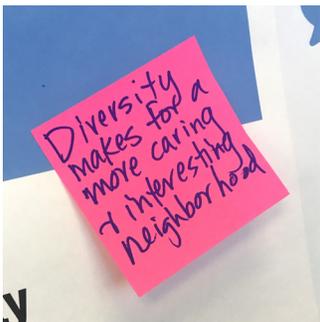
- + Stated need to ensure there is sufficient parking for staff and visitors on-site – especially with increased development/density on nearby sites.
  - + Concerns raised about staff parking on the adjacent streets.
  - + Encouraged to explore the possibility of underground parking in the future planning of the site.
- + Consider the impacts of increased traffic throughout the community from all new nearby developments.
- + Need to ensure safe walking conditions for seniors and people with mobility challenges to/around the site.
- + Suggested that we explore opportunities to link other local seniors' residences to the centre (eg. Shuttle services).
- + Consider connections to local transit (eg. There is a bus stop located at bottom of hill and the lack of winter maintenance of bus stop may hinder accessibility).
- + Clarify whether there will be one-way or two-way streets around or through the site.
- + Encouraged to explore opportunities to address the challenges of the narrow portion of Centre Ave between 10 St and 11 St (a collision hazard and limits access for local residents).
- + The proposed extension of 10 St (by the City of Calgary) was generally not supported. Participants were concerned that it would not benefit the community and would negatively impact traffic and neighbouring properties.

## Key learnings and what we are doing:

- + We recognize the community is concerned about parking and increased congestion in the neighbourhood. On-site parking will be made available for staff, visitors and residents for the new facility. As part of the project we will be doing traffic and parking studies.
- + Consideration and further discussions will take place for some suggestions including widening Centre Ave, safe walking conditions around the site and opportunities to link to other senior residences.
- + Incorporation of underground parking was a subject raised many times at the session. At this point there are no plans for underground parking for this project. It will be considered in our long term planning but will need to do a cost benefit analysis.
- + Conversations with staff regarding parking in the neighbourhood will be ongoing.
- + Residential permit parking policy to be explored to minimize AHS parking in the community.
- + AHS will continue discussions with the City of Calgary, noting that the 10 St extension is not supported.

## Project Timeline

- + **Fall/Winter 2018/19:** Continued Community Engagement
- + **Winter 2018/19:** Demolition of the Cross Bow Building
- + **Winter 2018/19:** Development Permit to City of Calgary
- + **Late Summer 2019:** Construction Commencement
- + **2019 and Beyond:** Future Planning – Discussions on future healthcare opportunities on site



## Updates and Share Your Opinion

Visit the project website at [ahs.ca/bridgelandproject](https://ahs.ca/bridgelandproject) to stay informed or share your thoughts about the project.