

Memo



Date: December 23, 2010
File: Z07-0101; OCP07-0034
To: City Manager
From: City Clerk
Subject: Restrictive Covenant, Clinical Support Building Kelowna General Hospital

Recommendation:

THAT Council authorizes the Mayor and City Clerk to execute the release of Restrictive Covenant LB223014 with respect to Lot A, District Lot 14, ODYD Plan KAP87113 [Kelowna General Hospital Clinical Support Building].

Purpose: To confirm that the Interior Health Authority (IHA) has met the requirements for discharge of the restrictive covenant Council placed on the Clinical Support Building site.

Background:

Following the April 1, 2008 Public Hearing to rezone the Pandosy Street site in 2008, Council directed staff to work with IHA to have a restrictive covenant placed on title that would provide for a public consultation process prior to IHA changing the use on the site to anything other than a parking lot.

IHA conducted a lengthy public consultation process, culminating in a public meeting held at Kelowna General Hospital (KGH) the evening of December 9, 2010. The Executive Summary from the *Clinical Support Building East Pandosy Site Public Consultation Report* prepared by IHA's consultant is attached to this report. The entire report was circulated to Council as Council correspondence December 21, 2010 (SR 184793) and is available on the City web site as part of the January 10, 2011 agenda package. IHA has also circulated the report electronically to the KGH Neighbourhood Liaison Group.

IHA has responded to neighbourhood issues and concerns as they felt appropriate, and this has been documented in the consultant's report. City staff recognizes that not all area residents are satisfied with the process as conducted by IHA or with IHA's responses to their specific concerns. City staff has observed the IHA public consultation process and reviewed the consultant's report and are of the opinion that IHA has met Council's requirements for discharging the restrictive covenant.

Internal Circulation:

Director, Development Services
Director, Land Use Management
Manager, Urban Land Use

Legal/Statutory Authority:

Land Title Act, section 219

Legal/Statutory Procedural Requirements:

The covenant may be discharged by the City executing the Land Title Act Form C (Section 233) Release General Instrument - Part 1 document. In this case, the appropriate City of Kelowna authorized signatories are the Mayor and Corporate Officer [City Clerk].

External Agency/Public Comments:

IHA has requested the restrictive covenant be discharged, as per their letter to staff dated December 16, 2010.

Considerations not applicable to this report:

Existing Policy:

Financial/Budgetary Considerations:

Personnel Implications:

Community & Media Relations Comments:

Alternate Recommendation:

Submitted by:



S. Fleming, City Clerk

Approved for inclusion:



R. Mayne, Director Corporate Services

attachments:

Excerpt from Restrictive Covenant LB223014;

IHA letter to staff dated December 16, 2010;

Executive Summary, *Clinical Support Building East Pandosy Site Public Consultation Report*.

cc: Director, Development Services
Director, Land Use Management
Manager, Urban Land Use



Interior Health

December 16, 2010

Danielle Noble, MCIP,
Manager, Urban Land Use
Department of Land Use Management
City of Kelowna
1435 Water Street,
Kelowna, BC
V1Y 1J4



Dear Ms Noble,

RE: Satisfaction of Covenant Requirements on Property Lot A DL 14 ODYD Plan KAP on
Royal and Pandosy,
Clinical Support Building (CSB), Kelowna General Hospital

Interior Health would like to extend our thanks to the City of Kelowna for their assistance and guidance related to construction activities underway and planned for the Kelowna General Hospital and in particular related to the removal of the covenant located on the Interior Health property situated on Royal and Pandosy.

Interior Health has undertaken a number of activities to address the conditions of the covenant. They include:

- bi-monthly neighbourhood meetings,
- open house forums,
- two special community public meetings (February 11 and December 9, 2010)
- the creation of a Neighbourhood User Group with input into the CBS design criteria
- regular construction activity updates posted to our website
www.buildingpatientcare.ca

The details related to these activities were outlined in our November 23rd letter to Mr. Mo Bayat and copied to you.

On December 9th, Interior Health hosted a public meeting facilitated by Penny Lane, CMC from Penny Lane & Associates, an independent firm. At the meeting, we formally presented the design of the building submitted by the preferred proponent, the design build firm of Graham Construction, and solicited feedback from the community. Enclosed, for your information, is Penny Land & Associates' report entitled *Clinical Support Building East Pandosy Site – Public Consultation*, dated December 2010. The report includes the comments and the responses from Interior Health and the Contractor. For your reference are the development plans referenced in the covenant.

The six major areas of concern brought forward by the Neighbourhood User Group have been addressed in the design criteria. These concerns include: privacy, security, noise, lighting, traffic and landscaping. In addition, we received the User Group's recommendations on form and character of the exterior of the building. A summary of our successful resolution of these requests is included in Appendix 3 of the Report.

.../2

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Nicola Huppertz
Corporate Director

Fax: 250-763-8301

On December 15th, Interior Health executed a contract with Graham Construction to design and construct the East Pandosy Clinical Support Building. The contractual timeframe to complete the construction of the CSB is very aggressive with activities planned to commence on the site immediately starting with the removal of the pre-load, subject to any building permit requirements.

Interior Health confirms that it has met the requirements of the covenant. We respectfully request that the covenant be removed from the noted property in due course.

For your convenience, we have included the Land Title Act Form C Release for execution by the City of Kelowna to discharge the covenant on the property.

We would be most appreciative if you could review the attached and provide your confirmation that the covenant requirements have been met and will be removed. Interior Health representatives would be happy to meet with you to further review the information and to assist the City in the formalities of removing the covenant.

Thank you for your assistance with this very exciting project at the Kelowna General Hospital.

Yours truly,



Nicola Huppertz,
Corporate Director, Capital Planning and Projects,
Interior Health

cc: Norma Malanowich, Chief Project Officer KVH/IHSC Projects, Interior Health
✓ Mo Bayat, M.Sc.(Arch/Eng),SCO,RBO, Director, Development Services Department,
City of Kelowna

attach.: *Clinical Support Building East Pandosy Site – Public Consultation*,
Land Title Act Form C Release
Clinical Support Building development plans

TERMS OF INSTRUMENT - PART 2
DEVELOPMENT RESTRICTIVE COVENANT

WHEREAS the Transferor is the fee simple owner of the hereinbefore described lands and premises as shown in paragraph 2 of Form "C" (hereinafter called the "Lands").


AND WHEREAS the consent of the City of Kelowna (hereafter, the "City" or "Transferee") is being sought with respect to the Transferor's proposed rezoning of the Lands, and as a condition of such consent, the City requires a covenant to be charged against the Lands in priority to any financial charges pursuant to Section 219 of the Land Title Act, Chapter 250, R.S.B.C., 1996.

NOW THEREFORE WITNESSETH that for and in consideration of the sum of One Dollar (\$1.00) now paid by the Transferee to the Transferor, and receipt of which is hereby acknowledged, and for other good and valuable consideration, the Transferor and all persons claiming under him agree to the following restriction.

- (a) No building shall be constructed on that part of the Lands of the Transferor shown as COVENANT area (0.432 ha) of Lot A, DL 14 ODYD Plan KAP 87113 prepared by Neil R. Denby, B.C.L.S., completed the 9th day of July, 2008 attached as Appendix A, being that part of Lot A, DL 14 ODYD Plan KAP 87113 prepared by Neil R. Denby, B.C.L.S., completed the 8th day of July, 2008, until the development plans for construction of same have been submitted to the City for review by the Director of Planning and Development Services, following a process of public consultation as determined by Interior Health Authority.

ASSIGNED PLAN NO.
87115

The Transferor, on behalf of himself and his heirs, executors, administrators, successors and assigns hereby indemnifies and saves harmless the Transferee and its employees, servants or agents from all loss, damage, costs, actions, suits, debts, accounts, claims and demands which



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**Clinical
Support
Building
East
Pandosy
Site**

**Public
Consultation**

Report Prepared by Penny Lane
& Associates, December 2010

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Executive Summary:

Executive Summary

This report is a summary of the consultation process that has been undertaken between the KGH neighbours and Interior Health (IH) in relation to the east Pandosy site. In 2008 the City placed a covenant on this site that stipulates the requirement for Interior Health to consult with the neighbours regarding the site's development. Overall, feedback from the neighbours on the public consultation reflects an appreciation for their inclusion in the process to date, the work of their representatives on the User Group, and the commitment of IH to continue the consultation process throughout the buildings' detailed design and construction process.

Since January 2008, regular meetings have been held with members of the neighborhood regarding all of the current and upcoming capital projects for the KGH site. In February 2010 a specific consultation meeting was held to discuss the Clinical Support Building (CSB) planned for the Pandosy property east of the KGH site. Based on the input from the neighbours attending this meeting, IH has worked with the neighborhood through a neighbourhood User Group. The User Group has met with IH since February 2010, providing input to the form and character design requirements contained in the RFP for the Clinical Support Building design.

The User Group specifically requested that six criteria be addressed: privacy, security, traffic, noise, light, and landscaping.

December 9th, 2010, a meeting with the neighbours was held to review the preferred proponents' design. In attendance at the meeting were neighbours (11), Interior Health staff (6), Stantec/Graham representatives (4), City of Kelowna representative (1), Infusion Health (1), and members of the general public (2).

Elements of the design that were received favorably by the neighbours included:

Exterior – The use of different finishes, the colours (including a commitment for additional input), the setback of the mechanical penthouse and it's enclosure within a room

Privacy – the use of frosted glass on the east side of the building (on the 2nd and 3rd floors), the fencing on the back alley and the use of surveillance

Vehicle access and Parking - the access via Royal Ave, the provision of only public parking on site and the location of parking under the building, delivery vehicle access under the building, and snow storage adjacent to Pandosy St.

Noise – the meeting (and potentially exceeding) of the noise requirements to be less than 60 db during the day and less than 50 db at night

Lighting – the lighting is directed towards the building with the fence providing some shielding, and the location of the night labs facing Pandosy

Elements of the design needing improvement and the response to these issues are:

Design of the back alley / laneway interface

The landscaping and separation between the CSB drive aisle and the laneway was identified as insufficient.

Public Consultation Report prepared for Interior Health by Penny Lane & Associates, December 2010

Response - To address this issue, IH will ensure the landscaping complies with LEED Gold, and the fence will be of residential design and character with final design to be in collaboration with the Neighbourhood User Group.

Landscaping

Neighbours consider the landscaping insufficient on the CSB drive aisle side for privacy. Additional greenery above the fence is more desirable as large trees were anticipated to block the second and third floors from viewing into the neighbours' yards.

Response- IH will fund the purchase of a tree for the property owners on the west side of Speer St. Additionally there will be a film added to the window glazing on level 2 and 3 that block the view from the building into the neighbours' yards

Design of the Building

The building is seen as box like, with minimal architectural detail and the height is greater than desired.

Response -There were mixed reviews on the look of the building. The height of the building is driven by the need for the pedestrian bridge and the functionality of the building. The footprint has been maximized to in order to maintain a three-storey building. The length of the building has been offset by using a number of residential finishing materials.

Traffic Access

Questions were raised about the challenges for traffic to turn left onto Royal (when accessing the building) and to turn left on Pandosy when leaving the building). Additional queries were raised regarding the speed in the CSB drive aisle.

Response -To address this issue IH will put in speed bumps on the CSB drive aisle and implement a signage system to orient people to turn left when leaving the site. The Intersection at Royal and Pandosy is a noted challenge that the City is aware of.

Introduction:

Kelowna General Hospital (KGH), the tertiary and regional referral hospital for the Southern Interior of British Columbia, is a rapidly growing acute care health centre. The hospital site has hosted rapid expansion over the past decade including the Cancer Centre Southern Interior, the UBC Medical School, an expanded surgical unit, an expanded emergency department, and the new Ambulatory Care Centre. Future expansion plans includes a Cardiac Care Centre and the Clinical Support Building.

The Hospital was founded in the early 1900's and has grown with the City of Kelowna. Located in an older residential neighbourhood and bordering a designated historical neighbourhood, the hospital's growth has had an impact on the surrounding neighbourhood and the quality of life for the neighbours. KGH has worked over the years with the neighbours, primarily through regular meetings, sharing of information, and invitations for the neighbours to provide input to the hospital's capital planning processes.

In 2008, Interior Health identified in the capital planning process for KGH, the need to utilize a site on the east side of Pandosy Avenue for a Clinical Support Building. The use of this site required approval from the City of Kelowna for rezoning and development. To ensure the neighbours were engaged in a public consultation process around the form, character and massing of the proposed building, a restrictive covenant was placed on the site. The covenants states:

"no building shall be constructed on that part of the Lands of the Transferor shown as COVENANT area (0.432 ha) of Lot A D 14 ODYD Plan KAP _____ prepared by Neil R. Denby, B.C.L.S. completed the 9th day of July, 2008 attached as Appendix A, being that part of Lot A DL 14 ODYD Plan KAP _____ prepared by Neil R. Denby, B.C.L.S., completed the 8th day of July, 2008 until the development plans for construction of same have been submitted to the City for review by the Director of Planning and Development Services, following a process of public consultation as determined by Interior Health Authority."

This report is a summary of the consultation process that has been undertaken between the KGH neighbours and Interior Health (IH) in relation to the east Pandosy site. The report will summarize the meetings with the neighbours and the process as well as provide a summary of the public consultation session held December 9th, 2010 to review the preferred proponents design for the Clinical Support Building on the East Pandosy site. This report will be submitted to the City of Kelowna and is intended to demonstrate Interior Health's compliance with the covenant.

The reader will find in this report a summary of the history and context for the public consultation process related to the East Pandosy site, a summary of the consultation process, a summary of the neighbours feedback on the preferred proponents building design, and the proposed modifications to the building's design offered by IH in response to the neighbours feedback.

History and Context:

Kelowna General Hospital has undertaken a series of significant capital expansion and improvement projects that will impact the surrounding neighborhood. KGH and the Interior Health (IH) Capital Planning and Projects Department over the past three years have participated with the neighbors in a

series of meetings for the purpose of building relationships, establishing communication channels and anticipating and resolving issues as they arise.

Significant issues identified by the neighbours have included:

- The impact of noise on their quality of life,
- traffic flow and parking for construction and staff
- the rezoning of properties surrounding the site and the impact on the residential nature of the neighbourhood
- the purchase of parcels of land around KGH
- processes for information sharing and input
- the massing of the buildings that will be developed in the future and the input of the neighbours in the design phase of the projects

Since January 2008, regular meetings have been held with members of the neighborhood regarding the current and upcoming capital projects. In February 2010 a consultation meeting was held to discuss the Clinical Support Building (CSB) – the building planned for the Pandosy property east of the KGH site as a result of the Provincial Government’s announcement of the Interior Heart and Surgical Center (IHSC). The premier announced the funding for the IHSC project January 25th, 2010 and the five components of the project were identified as:

- Additions to the new Patient Care Tower currently being built.
- Construction of a Clinical Support Building (CSB) on the current east Pandosy parking lot.
- Renovations to the existing Royal and Strathcona buildings.
- Demolition of the current Pandosy building.
- Construction of the IHSC building.

An outcome of the January 2008 meeting was the establishment of the KGH Neighbourhood Liaison Group. The purpose of the group was to share information, receive input, address concerns and engage in regular dialogue on issues related to the KGH site. Between 2008 and 2010, 14 meetings were held with the KGH Liaison Group and the broader neighbourhood.

Following the February 2010 meeting, the City identified that they were not satisfied that the meeting met the public consultation requirements of the covenant. In response IH has continued to engage the neighborhood including the participation of a small neighbourhood User Group made up of residents from the neighborhood. A subsequent step in the public consultation related to the CSB was a public consultation session December 9th, 2010 to review the preferred proponents’ CSB design. In planning for the December session, IH engaged a facilitator to assist in the planning and facilitation of the session and to write the summary report.

Approach to the Public Consultation:

Since January 2008, a series of meetings have been held between the neighbours of KGH and Interior Health. A summary of the meetings held between the KGH neighbours and Interior Health where discussions specific to the east Pandosy site occurred, including the issues and responses related specifically to the CSB/ east Pandosy site is provided in Appendix 1. From these meetings, a user group comprised of neighbours was established to provide input specifically to the Clinical Support Building. Once the final proponent is selected, IH and the proponent will continue to meet with the Neighbourhood Liaison Group and the User Group will continue to be involved throughout the construction process.

Public Consultation Report prepared for Interior Health by Penny Lane & Associates, December 2010

User Group Input to Request for Proposal:

The KGH Neighbourhood Liaison User Group provided input to the requirements contained in the RFP for the Clinical Services Building design and build. The requirements addressed the Form and Character of the building with specific attention paid to: the challenging context of the adjacency of the building to low density residential use (including the traffic implications); creating a sense of arrival at the KGH campus, including signage and connection with existing KGH buildings; traffic flow at the Royal Avenue and Pandosy intersection (including the parking laneway); the functionality of the laneway behind the CSB. The resulting six criteria requested by the User Group related to privacy, security, traffic, noise, light, and landscaping. See Appendix 2 for both the criteria as reflected in the RFP and additional criteria provided by the User Group

Process for Neighbour Review of the Preferred Design

Following the selection of the preferred proponent (early December 2010), the design of the CSB was shared with the neighbours. A pre-review opportunity was provided to the User Group on December 7th 2010. This meeting was attended by one member of the user group (Penny Pearson), 3 IH staff (Nicola Huppertz, Martin DeHeer, Cam McAlpine), and 3 members of the preferred proponent (Brian Christianson, Greg Parnell, Curt Newstead). Based on this pre-review, the User Group prepared an initial assessment of the design (Appendix 3). A public meeting to review the preferred proponents design was held December 9th, 2010 at KGH in the 2nd Floor Conference Room. The User Group review was shared at the public meeting held December 9th, 2010.

Invitations to the December 9th meeting (Appendix 4) were distributed to the neighbours using three methods:

- Approximately 100 invitations by mail to registered owners of homes within a one-two block radius of the East Pandosy site (Speer, Richter, Rose, Royal, and Pandosy).
- Approximately 250 invitations hand-delivered to homes within an approximately three block radius of KGH (see distribution map attached earlier)
- Approximately 1000 invitations delivered within 6-10 blocks of KGH via Canada Post bulk mail.

The agenda for the December 9th meeting and the notes collected can be found in Appendix 5.

Summary of Response by the KGH Neighbours to the Preferred Design:

Elements of the preferred CSB design received favorably by the neighbours:

Exterior

- the exterior finish with three different textures (wood, concrete and fiber) breaks up the building along the alley and having the material type change at approximately house widths
- The colors suggested were thought to be an improvement compared to some of the other KGH buildings and additional input from the neighbours on the final colors would be received positively
- The enclosed mechanical penthouse and having it set back from the alley
- Housing the mechanical systems in a roof top room (not just screened)

Privacy

- frosted glass to be used on bottom third of windows on the alley side on the second and third floor to prevent staff from easily viewing neighbours' yards
- fencing along the back of the property on the alley side, to prevent patients and staff on the ground floor from looking at / into neighbours' yards
- security cameras fixed so that they are directed onto the laneway, and away from neighbours' homes
- ample video surveillance of the pedestrian and vehicular patient entrances and in the laneway

Vehicle access and Parking

- providing only public parking with no on-site staff parking
- access and egress to the CSB are from Royal Avenue, and circulate through the carport, and directly onto parking sites under the building
- delivery vehicles enter under the carport area for the loading dock
- snow storage is at the front on Pandosy Street

Noise

- noise is to be no more than 60 db during the day and 50 db at night at the property line

Lighting

- lights in the parking carport will be small, on the ceiling, and directed downwards
- lighting on the east side of the property will be directed towards the building. The contractor will eliminate a direct view of the lamp.
- there will be a fence along the alley side, blocking views of some of the lighting
- the majority of the labs that are operational all night are located either on the Pandosy Street side or away from the windows on the alley /neighbourhood side.

Elements of the preferred CSB design identified by the neighbours as needing improvement:

Design of the back alley / laneway interface

The landscaping, space separation and privacy along the alley between the CSB building and the neighbours was identified as insufficient to meet the desired privacy and separation. Specific issues and suggestions included:

- Find a way to increase the space between the CSB and the laneway in order to provide for planting of trees. The neighbours identified a number of suggestions including moving the building closer to Pandosy, putting the power lines in the laneway underground, or providing trees to the neighbours along Speer St. for their back yards.
- The laneway fencing is lattices or intermittent in sections, so views may be possible into and from the back of the parking carport

Response:

The building is not able to be moved towards Pandosy and the power lines are not within the jurisdiction of the health authority to revise therefore the fence and the landscaping along the property perimeter will be restricted to a decorative fence complying with Wood First and planting that will meet LEED

requirements. Every effort will be made to plant foliage that will survive the Kelowna climate and the narrow dirt space.

Interior Health will fund the purchase of a tree for those property owners on the west side of Speer Street that would like one planted in their rear yard, maintain by the property owner.

The decorative fence will be of residential design and character. The final design of the fence will be completed in collaboration with the Neighbourhood User group.

Landscaping

- Neighbours consider the landscaping insufficient on the CSB drive aisle side. Additional greenery above the fence is more desirable as large trees were anticipated to block the second and third floors from viewing into the neighbours yards

Response:

See above for Landscaping comments.

There is a film added to the glazing on level 2 and 3 that block the view from the building into the neighbour's yards

Design of the Building

- The building is a box shape with minimal architectural detailing to break the box look and the height is greater than desired

Response:

The property is zoned for a six storey building however Interior Health has committed to only building a three storey clinical building. The height of the building is driven by the bridge that connects the CSB to the main campus and the requirement that there be a minimum of 5 meters clear under the bridge along Pandosy.

The program requires that the footprint be maximized when limiting to three storey's. The long narrow property does not afford an opportunity to vary the shape and exterior wall configurations. To offset the long east face, the design has introduced a number of residential materials at incremental spacing to mirror the adjoining properties to take away the sense of mass.

There were mixed reviews on the look of the building with some who liked the look and some who did not. Aesthetics is always a challenge to gain consensus on.

Traffic Access

- Traffic entrance – will it work if it requires turning left on to Royal or if turning left from Royal onto Pandosy?
- Can the alley traffic be slowed down? (i.e., Will there be speed bumps in the laneway?)
- the lights are not on motion sensors (for security reasons) so will be on all night

Response:

- Interior Health will put speed bumps within our property on the drive aisle.
- The Intersection at Royal and Pandosy is a noted challenge that the City is aware of.
- Interior Health was directed to only have one point of access – that being at Royal on the north end of the property.
- Within Interior Health's property, we will implement a signage program to try to inspire traffic to only turn left plus the drive aisle has been designed to orient people to the left .

Public Consultation Report prepared for Interior Health by Penny Lane & Associates, December 2010

- The neighbours have requested that the City provide Traffic calming on Speer Street to further discourage people from turning right.
- The light levels will be explored to see if they can be reduced for after hour activity along the east side of the building (Interior and exterior).

Questions posed requiring follow up:

Q. What are the guarantee/ consequence if the noise level is not at or below the decibels identified in the design stage?

A. *The Contractor does not gain substantial completion of their contract in other words. they will not receive final payment until all conditions are met.*

Q. Will the walkway (pedestrian overpass) be lit at night?

A. *The walkway will be lit however it will have the lower light levels for after hour activities.*

Q. Can the privacy film on the windows be removed by the building occupants and is partial frosting sufficient to create privacy for all the neighbours affected? ?

A. *It would take extreme efforts to remove the privacy film. The application of the privacy film will be applied in the shop once the angles have been confirmed through the shop drawing process. There will be no visual sightlines into the neighbouring yards from level 2 or 3. The only time there will be visual is during maintenance and window cleaning.*

Q. Can the building be moved closer to Pandosy to create more room for laneway landscaping?

A. *No – this was clarified at the meeting,. The building is tight to the West setback line and the pre-load has been installed accordingly.*

Q. How high will the lighting be and if the back of the carport is not screened, how much light will come from the carport?

A. *This has not been designed yet however the designer will respect the requirement of light pollution and safety for the staff and visitors – they will meet the LEED requirement for light pollution at the property line.*

Q. signage has not been designed yet, however the neighbours have requested a “no right turn” for traffic egressing from the CSB to Royal, to be placed on the CSB site;

A. *Yes, this will be included in the IH signage package*

Q. How much traffic noise will be heard in the lane?

A. *This is very difficult to answer. It is dependant upon the type of vehicles people drive both on the property as well as traffic that travel along the public thoroughfares and laneways*

Other Issues:

Traffic

- the traffic study has not been finalized and is in draft only
- the City of Kelowna traffic department has not agreed to a meeting with the neighbourhood
- the City of Kelowna has not agreed to any calming measures for traffic on Speer and Royal
- Parking continues to be a significant issue for the neighbours and a request for residential parking only was made

Construction Issues

- Vibra-compaction of the soils may cause damage to surrounding homes; however surveys will be completed for all homes which homeowners request. Proponents will carry insurance for damage caused by construction

IH - Yes

- Construction practices require better control of waste both construction and personal litter (i.e., litter in the yards)

Graham - Agree

- Parking for construction workers

IH /Graham - has a strict parking policy and will reinforce this at the site meetings. They ask that any concerns be forwarded to them for their action. IH notes that there are other construction activities outside of Graham's scope. IH will relay this concern to those firms as well. A specific lot has been assigned to the Graham team – they will communicate this to the trades

- Hours of work – will it be extended at times?

Graham will work within the City By-Laws and if there is any requirement for time extension, an application will be made to the City for approval to extend the hours.

- Clear chain of command with builders (i.e., key contacts etc)

Graham - will follow the protocols that have been put into place for the Centennial plus IH has a communication plan in place

- Open communication throughout project

IH /Graham - Agree

- Regular staff meetings to ensure appropriate behaviour of construction workers and sub-contractors

Graham - has ongoing regular tool box meetings so all messages can be conveyed that way or through the Graham communication plan

Appendices

Appendix 1: Summary of Meetings related to the east Pandosy site between January 2008 and September 2010

Meeting Date	# of Neighbours in attendance	Topics discussed related to the east Pandosy site	Outcomes Noted
January 30 th , 2008	33	Significant outcome: It was agreed at this meeting that further information sharing meetings such as this would be beneficial. In addition it was agreed to form a KGH – Neighbourhood Liaison Group to meet regularly to share information, receive input, and address concerns.	
		Access by staff from the east Pandosy temporary parking lot to the KGH site	Staff will be encouraged to use the light controlled crossing at Rose Ave
		Finishing of the Master Plan before applying for any more rezoning	IH needs to proceed with rezoning the lands on Pandosy for short term parking. IH will consult with the City about the possibility of rezoning just those lands at this point.
		Remove all but the Pandosy lands from the current rezoning application	IH will consult with the city about the possibility of rezoning just the Pandosy lands.
		Commit to a re-application for re-zoning if and when IH decides to change the use of the Pandosy If you need to rezone the Pandosy lands for temporary parking for the purposes of the project, you should rezone temporarily, and then be required to apply again if you want to change the use of the land. lands	IH will consult with the city to determine if such an action is allowable, or if there are alternative solutions.
		Ensure the neighbourhood is consulted during the design phase of the project.	The neighbourhood will be given the opportunity to provide feedback on preliminary design options, specifically external, aesthetic elements that might impact the neighbourhood
		Require the pre-load contractor to use only the Pandosy-Royal corridor for access to and egress from the site.	We cannot make this a requirement. However, we will work with the contractor and the city to discourage the use of routes that unnecessarily disrupt the neighbourhood.
		Provide significant landscaped buffers between the new parking areas and residential areas, and between the new building and residential areas.	Landscaped buffers will be incorporated as a priority in project planning.
February 20, 2008	11	Significant Outcome: this is the first meeting of the KGH Neighbourhood Liaison Group formed as a result of the recommendation at the January 30 th , 2008 public meeting.	
		Remove all but the Pandosy lands from	IH has requested the rezoning application

		the current rezoning application.	be revised to rezone only the Pandosy lands.
		Commit to a re-application for rezoning if and when IH decides to change the use of the Pandosy lands.	The city has informed IH that there is no allowance for temporary zoning. Update: Advisory Planning Council forwarded application to City Hall, and first reading was given on March 3. Public hearing is scheduled for April 1 at 6 p.m.
		Require the pre-load contractor to use only the Pandosy-Royal corridor for access to and egress from the site.	IH will require the contractor to use only the Pandosy-Royal corridor.
March 2008 – January 2009		Between February 2008 and January 2009, 6 meetings were held of the KGH Neighbourhood Liaison Group (KCH NLG).	
January 15 th , 2009	KGH NLG	Will the neighbourhood be allowed to provide input into “form and character” of the new buildings, specifically with regard to “fit” with heritage neighbourhood?	Infusion’s design-build group is looking into making changes to the form and character of the buildings to fit with the neighbourhood. Infusion committed to meeting with the Neighbourhood Liaison Group when new drawings are available
April 23, 2009	KGH NLG	No specific items related to the CSB	
June 18 th , 2009	KGH NLG	No specific items related to the CSB	
October 7 th , 2009	KGH NLG	No specific items related to the CSB	
December 10 th , 2009	KCH NLG	No specific items related to the CSB	
March 29 th , 2010	KCH NLG 19	Significant Outcome: Establishment of the CSB user group and clarification on the role the group would have in the process.	
		<ul style="list-style-type: none"> • IH provided a presentation of the plan to start work on developing the land across Pandosy Street from KGH for a Clinical Support Building (CSB). • The first stage of the development is to pre-load the site to densify the soil to allow it to support the weight of a three-storey building. • The tender for the contract to supply the pre-load was issued on March 17. It closes April 7. Work will begin within a week or two after the tender closes. • The pre-load will be about 7.5 feet deep and will cover an area slightly smaller than the footprint of the existing parking lot. • Prior to pre-load, IH will request permission to do pre-condition surveys of the properties and homes adjacent to the CSB development. Anyone not in 	

		the boundary lines of the survey, but who wishes to have their home surveyed may contact IH to have it done.	
		<ul style="list-style-type: none"> • IH outlined the short-term schedule and plans around the pre-load. 	<ul style="list-style-type: none"> • The pre-load will be on the site for 8-9 months. • Dust control measures will be put in place. • IH will ensure trucks do not use Speer St to access or exit the site. • IH will work with the contractor (once selected) to reduce impacts on the immediate neighbourhood.
		<ul style="list-style-type: none"> • Neighbours asked for clarity around what the neighbourhood will have input on. 	<ul style="list-style-type: none"> • The neighbourhood, via membership on the CSB design committee, will have the opportunity to provide input on issues pertaining to the CSB development, including exterior form and character, landscaping, access, egress, on-site construction issues. • Issues such as off-site parking are ongoing and continue to be subject to discussion by the neighbourhood liaison group, IH and the City. However, they are not within the scope of the CSB design committee.
		<ul style="list-style-type: none"> • Neighbours asked what the requirements of the person(s) sitting on the design committee are. 	<ul style="list-style-type: none"> • There is no experience necessary. The person(s) must be living in the neighbourhood and commit to representing the whole neighbourhood.
		<ul style="list-style-type: none"> • Neighbours asked whether there will be further land purchases and development around the hospital. 	<ul style="list-style-type: none"> • The current development is expected to meet the needs of the Central Okanagan for at least the next 20 years. However, there is always interest in land around the hospital for possible future growth if and when the opportunity and budget allows. At this time, there is no real estate purchase program anticipated.
		<ul style="list-style-type: none"> • Neighbours asked if there is budget to support mitigation of construction impacts on the neighbourhood (e.g. noise and traffic). 	<ul style="list-style-type: none"> • There is a budget for "outside services" which is flexible enough to be able to entertain suggestions for mitigation efforts as part of overall development.
		<ul style="list-style-type: none"> • IH invited neighbours to nominate one or two individuals to join the design committee that will be developing the output specifications for the CSB. Neighbours will be able to have input on the exterior form and character of 	<ul style="list-style-type: none"> • Neighbours decided to form a sub-committee to work together to support the design process. They will self select two individuals from that group to represent the neighbourhood at the design committee. Members of the

		the building, as well as landscaping and issues around access and egress.	neighbourhood design sub-committee are: <ul style="list-style-type: none"> ○ Patti Harper ○ Penny Pearson ○ Renata Mills ○ Peter Leimert ○ Marilea Sharpe ○ Peter Chataway was suggested as an advisor to the group.
		<ul style="list-style-type: none"> • The design committee will begin meeting bi-weekly in April and hopes to have the output specifications complete by July 2010. The output specifications will be used to direct bidders in the RFP process to find a design builder. • The covenant prevents any construction on the property until City of Kelowna staff has approved development plans. • The City has allowed IH to go ahead with the pre-load. The next step will be to create the output specifications; then the RFP for a design builder will be issued; then the building will be designed; then a building permit will be applied for. • It is only at the building permit application stage that a request will be made to lift the covenant. • IH has an obligation to consult the public on its plans in order to meet the requirements of the covenant. This meeting as well as a previous meeting on February 11, and subsequent meetings to discuss the plans as they are developed are intended to meet this requirement 	
		<ul style="list-style-type: none"> • IH will notify the City of Kelowna of the dates and times for the design committee meetings so they may attend if and when required. 	

Appendix 2: Criteria provided by the User Group and included in the RFP

1.1 Exterior Building Component - Form and Character

- 1.1.1 The Clinical Support Building (CSB) is located in an urban district undergoing substantial change. The rapidly growing Kelowna General Hospital (KGH) campus – of which the CSB is a part – is surrounded by low-density residential uses, resulting in awkward and sometimes conflicting adjacencies. Vehicle volume in the neighbourhood has increased both as a result of hospital demand and commuter through-traffic, further impacting local residents. The design of the CSB must be conscious of this challenging context and capture the diverse demands placed on the building's character.
- 1.1.2 **Pandosy Street.** People who approach the site from the north or south (along Pandosy Street) should feel a sense of arrival at the hospital block. In addition to the pedestrian link reaching across the road, other elements on the building façade and in the public realm should unite the CSB with the hospital block to the west, creating a sense of gateway and contributing to a district identity for the KGH campus. While a sense of connection between the buildings is desirable, there is no requirement to 'match' the material palette of the new ambulatory care centre (ACC). Pedestrians will be crossing Pandosy regularly at the north and south ends of the block (Rose and Royal Avenues). Many of these people will be patients sent to the main floor CSB phlebotomy clinic to give specimens for analysis. A legible and visually permeable public entrance to the clinic should offer an intuitive destination that is supported by, rather than reliant on, clear signage. The Pandosy edge of the parkade area in the CSB should create spaces that are safe and comfortable for pedestrians. Severe and utilitarian responses to this edge should be avoided.
- 1.1.3 **Royal Avenue.** The primary challenge on the Royal Avenue edge of the CSB is the organization of traffic flows into and out of the parkade and laneway. This corner of the building should clearly indicate the location of the vehicle entrance, minimizing the amount of traffic searching for access from adjacent residential streets. The design of the building exterior on this edge must also deal with the constraint of three above-ground electrical boxes located near the intersection. Gestures that help reduce the visual impact of this infrastructure are encouraged, particularly considering the desire for a 'front-of-house' reading for drivers.
- 1.1.4 **The Laneway.** The laneway located behind the CSB must achieve several key functions. Driving around the side of the building from Royal, the division between local alley traffic and CSB parking should be clear. Looking down the laneway, one should not feel as though the CSB has turned its back on the neighbourhood. Instead, one should encounter a functional and pleasant space that provides privacy and peace for the residents backing onto the lane. This is particularly important for the small group of houses that front westward onto the laneway. Cladding along this edge should de-emphasize the institutional qualities of the building, instead drawing from a more residential composition and materials. Exterior elements here should break down the building mass and where possible shield neighbours from light and sound spilling from the building and its mechanical equipment. As the lab functions on both the second and third floors will operate at reduced capacity throughout the night, it is particularly important that there is no disruption to adjoining houses. Use of vegetation to achieve these goals is highly encouraged.

Less direct but related:

- The Design and Construction of the CSB shall enable connectivity of the Site with the surrounding neighbourhood, the existing KGH campus and contribute to a walk-able and amenable public realm. Where possible, design of the CSB should support Kelowna's bicycle infrastructure.
- Existing trees will be retained wherever possible.
- Attenuate noise from roof-top mechanical equipment.
- Visually shield rooftop mechanical and electrical equipment. The environment for M&E equipment and structures on the roof is at the discretion of the designer but, in any case, M&E equipment and structures must be screened.
- Design shall support informal surveillance of the laneway from the building to help create a safer public space;
- Use trees and other elements in the landscape to screen views of the CSB from neighbouring residential buildings, and screen views of neighbouring residential yards and buildings from the CSB. Treatment of edges surrounding street-level parking shall not be severe or utilitarian, obscuring where possible the distinction between parkade and other uses; and
- CSB Design considerations should address neighbours' privacy from all three storeys including permitting no light spillage into neighbouring yards or windows, screening views into neighbouring yards from upper floor windows and diverting building system and vehicle noise away from the lane and residences to the east and from neighbouring residences to the south and north.
- Provide exterior public spaces including areas that:
 - Welcome and engage visitors, clients, and staff;
 - Provide protection from sun, wind, rain and polluted air produced by roadways and parking areas;
 - Have visual appeal throughout the year;
 - Are low maintenance;
 - Provide physical separation between site and residential neighbours;
 - Provide visual privacy for residential neighbours both in their houses and their outdoor spaces;
 - Ensure minimal intrusion of CSB activities on neighbours, especially along the east laneway facing residential development. Particular attention should be given to the routes of late night and early morning staff around the site.

Appendix 3: Issues for the Neighbours of KGH arising from the New Clinical Support Building (Prepared by P. Pearson, December 8th, 2010)

Exterior Design of the Building

The Issue: To have the building fit, as much as possible, within the neighbourhood's characteristics.

Specifications:

- 2.2.4 An indicative rendered model showing one possible form and the potential character for the building has been shown to the neighbours which has been favourably received.
- 2.2.10 The Design-Builder shall use the Indicative Design as both a reference and a baseline solution for its design,.... The Design-Builder should consider design decisions which deviate from the Indicative Design when such deviations serve to improve an aspect of the Indicative Design.
- 5.6.4 The Laneway. The laneway located behind the CSB must achieve several key functions.Looking down the laneway, one should not feel as though the CSB has turned its back on the neighbourhood..... Cladding along this edge should deemphasize the institutional qualities of the building, instead drawing from a more residential composition and materials. Exterior elements here should break down the building mass.....

The Proponent's Plan:

- Uses three different exterior textures, wood, concrete and fiber;
- Breaks up the back of the building along the alley by having the material type change at approximately house widths;
- Has a set-back for the fourth floor\ roof top mechanical room;
- Are prepared to use softer (not stark white) colours on the fiber portions of the building (further input from the neighbours is required on the colour choice);
- is a big rectangular box (approximately 300' long), without much architectural detail to break the box look, other than the material change;

Noise

The Issue: To reduce the noise produced by the operation of the building during both day and night, including noise from:

- patients and staff vehicles accessing the building
- delivery vehicles for supplies and materials
- snow clearance operations
- mechanical systems in the building
- to ensure the neighbour's quiet use of their properties.

Specifications:

- 3.1.8 Attenuate noise from roof-top mechanical equipment.
- 3.1.9 Visually shield rooftop mechanical and electrical equipment. The environment for M&E equipment and structures on the roof is at the discretion of the designer but, in any case, M&E equipment and structures must be screened.

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- 3.1.10.7 The requirements for snow dump and snow storage areas;
- 3.1.10.9 Delivery zones around and within the building shall be provided such that service and delivery vehicles will not need to back-up and disrupt neighbouring residents;
- 3.1.10.13 CSB Design considerations should address neighbours' privacy from all three storeys includingdiverting building system and vehicle noise away from the lane and residences to the east and from neighbouring residences to the south and north.

7.4.3.2(3) All supply air, return air and general exhaust air systems will be located in interior mechanical rooms free from exposure to the elements. A penthouse is considered desirable but at minimum roof top units shall be screened.

7.4.4 Sound Attenuation and Vibration Isolation

7.4.4.1 Design Principles:

7.4.4.1(1) Design all mechanical systems to prevent sound and vibration transmission between spaces, and transmission from mechanical equipment to the spaces and maintain sound to levels as per design standards. Design mechanical systems located at or near the Building exterior to minimize sound transmission to the neighbouring residential community.

7.4.4.1(2) Provide vibration isolation devices on all equipment with rotating components.

The Proponent's Plan:

- mechanical systems are housed in a roof top room (not just screened)
- noise is to be no more than 60 db during the day and 50 db at night at the property line
- delivery vehicles enter under the carport area for the loading dock
- snow storage is at the front on Pandosy Street
- back of the building is not screened, so there will be car noises of patients and staff (note the front Pandosy side is screened, but they have elected not to screen the neighbour's side).
- delivery vehicles will have to back up with "back beeping"
- snow plowing vehicles will plow laneway directly adjacent to the alley (although there is discussion if can use a small plow, which will not have to back up)
- fencing is broken up (for visual variety) but allows views into parking and more noise from cars in laneway and carport\ parking to rear of building

Lighting and Light Spillage

The Issue: Light from the buildings lights (internal and external) does not spill onto neighbouring properties.

Specifications:

3.1.10.13 CSB Design considerations should including permitting no light spillage into neighbouring yards or windows,

3.5.2.1 Provide exterior lighting levels near Building entrances, exits, walkways, public areas, and parking areas. Lighting will not cause glare, shadow, or high contrast with surrounding areas and will not trespass on neighbouring property;

5.6.4 The Laneway. The laneway located behind the CSB must achieve several key Functionswhere possible shield neighbours from light and sound spilling from the building and its

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mechanical equipment. As the lab functions on both the second and third floors will operate at reduced capacity throughout the night, it is particularly important that there is no disruption to adjoining houses.

6.12.1.2 Window coverings will be designed to minimize light spillage into residential areas.

7.8.12.7 Parking Garage

7.8.12.7(2) Provide a higher luminance at entrance(s).

7.8.12.7(3) Provide controls to reduce lighting intensities at entrance(s) at night.

The Proponent's Plan:

- lights in the parking carport will be small and on the ceiling, directed downwards;
- lighting on the laneway will be attached to the fencing directed towards the lane (this item needs to be confirmed with the contractor);
- there will be a fence along the alley side, blocking views of some of the lighting;
- the majority of the labs that are operational all night are located either on the Pandosy Street side or away from the windows on the alley \ neighbourhood side;
- back is not screened, so the carport area will be lit up!
- the lights are not on motion sensors (for security reasons) so will be on all night;

Privacy

The Issue: To ensure that the neighbours have privacy when using their yards, and are not readily viewable by the staff on the second and third floor or by the patients attending the building.

Specifications:

3.1.10.12 Use trees and other elements in the landscape to screen views of the CSB from neighbouring residential buildings, and screen views of neighbouring residential yards and buildings from the CSB. Treatment of edges surrounding street-level parking shall not be severe or utilitarian, obscuring where possible the distinction between parkade and other uses; and

Exterior Spaces

4.1.1.5 Provide physical separation between site and residential neighbours;

4.1.1.6 Provide visual privacy for residential neighbours both in their houses and their outdoor spaces;

4.1.1.7 Ensure minimal intrusion of CSB activities on neighbours, especially along the east laneway facing residential development. Particular attention should be given to the routes of late night and early morning staff around the site.

5.6.4 The Laneway. The laneway located behind the CSB must achieve several key functions..... one should encounter a functional and pleasant space that provides privacy and peace for the residents backing onto the lane.

8.2.9.2 Performance criteria

8.2.9.2(1) Planting design will emphasize species indicative of the Okanagan Climatic Zone.

8.2.9.2(3) Trees, shrubs and ground covers will be selected from species and varieties that are either indigenous or adapted to the region.

The Proponent's Plan

- frosted glass to be used on bottom third of windows on the alley side on the second and third floor to prevent staff from easily viewing neighbour yards;
- fencing along the back of the property on the alley side, to prevent patients on the ground floor from looking at \ into neighbours yards;
- security cameras will be fixed so that they are directed onto the laneway, and away from neighbours homes;
- fencing is lattices or intermittent in sections, so that views into and from the back of the parking carport are possible;
- no landscaping of any types at all used on the alley side, except some vines (contrary to the specifications);
- no large trees that would shield views from the second or third floor.

Traffic

Issue: Limit traffic flow to the CBS through the neighbourhood streets, and particularly on Speer, and down the rear alley

Specifications:

- 2.2.11 The Design-Builder is required to work with the City of Kelowna and the Authority to develop a mutually satisfactory solution for access and egress from the site in the context of adjacent traffic flow patterns and the needs of adjacent neighborhoods. All meetings with the City of Kelowna must be arranged through the Authority and will be held with a representative of the Authority in attendance.
- 3.1.10.3 Pedestrian and vehicular access and parking; specifically the desire to direct traffic flows toward Pandosy and calm potential through-traffic on local residential streets, particularly the adjacent alley and Speer streets in conjunction with City requirements;
- 4.2.3 Vehicular access & parking
- 4.2.3.1The driveway will provide a connection between Royal Avenue and the CSB parking area;
- 4.3.3.3 Public Lane: Site access shall be provided from the rear lane. This will provide maximum vehicle stacking distance and avoid additional congestion at the Royal Avenue / Pandosy St intersection. It will be necessary to widen and reconstruct the lane to the City of Kelowna commercial paved standard for the full frontage of the CSB. The Design-Builder will be responsible to determine if any upgrades removals, re-location or adjustment of existing utility appurtenances are require to accommodate the CSB. (**note that this specification was changed so that there is no access to the building site from the alley*)
- 5.6.3 Royal Avenue. The primary challenge on the Royal Avenue edge of the CSB is the organization of traffic flows into and out of the parkade and laneway. This corner of the building should clearly indicate the location of the vehicle entrance, minimizing the amount of traffic searching for access from adjacent residential streets. The design of the building exterior on this edge must also deal with the constraint of three aboveground electrical boxes located near the intersection. Gestures that help reduce the visual impact of this infrastructure are encouraged, particularly considering the desire for a 'front-of-house' reading for drivers.

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The Proponent's Plan

- access and egress to the CSB are from Royal Avenue, and circulate through the carport, and directly onto parking sites under the building
- signage has not been designed yet, but neighbours have requested a "no left turn" for traffic egress-ing from the CSB to Royal, to be placed on the CSB site;
- the traffic study has not been finalized and is in draft only
- the City of Kelowna traffic department has not agreed to a meeting with the neighbourhood
- the City of Kelowna has not agreed to any calming measures for traffic on Speer and Royal

Security

The Issue: The staff and patients of the CSB and the neighbours will be secure and safe (including from some of the patients of the CSB).

Specifications:

- 3.1.10.8 Security should follow modern principles of CPTED, that include the creation of welcoming environments that establish a sense of ownership among residents and building users;
- 3.5.2.4 Provide video surveillance of all exterior areas including parking lot, entrances and exits, bicycle storage, loading zones, sidewalks and rear laneway. Arrange camera locations to facilitate viewing of the entire lot. Avoid dead spots and corners; and
- 3.1.10.11 Design shall support informal surveillance of the laneway from the building to help create a safer public space;

the Proponent's Plan

- ample video surveillance of the pedestrian and vehicular patient entrances and in the laneway

Construction Effects \ Geotechnical Concerns

Issue: Requirements for soil stability and geotechnical work will effect the structure of neighbouring homes.

Specifications:

- 3.1.5 The preload is expected to cause some settlement in the adjacent existing structures and installations. The Authority has undertaken a survey monitoring program to evaluate the magnitude of this settlement. The Authority will:
 - 3.1.5.1 Be responsible for all settlement related damage that occurs to existing structures and/or installations as a result of the preloading from May 14, 2010 to thirty days after the handover of the contract, i.e., the notification period defined in the preload contract with Peter Brothers.
 - 3.1.5.2 Commission a condition survey of existing structures and/or installations to be completed at thirty days after the handover.

The Proponent's Plan:

- vibro-compaction of the soils may cause damage to surrounding homes;
- surveys will be completed for all homes which homeowners request;

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- proponents will carry insurance for damage caused by construction;

Appendix 4: Invitation to the Public Consultation Meeting – December 9th, 2010



Clinical Support Building—East Pandosy Site

You are Invited

You are invited to view and provide feedback on the proposed design of the East Pandosy Site Clinical Support Building at Kelowna General Hospital (KGH). Please join us on December 9th, 2010 from 6:30 to 9:30 p.m. We need your perspective!

The KGH Neighbourhood Liaison Group and Interior Health have been meeting over the past months as work has continued on the design for the Clinical Support Building that will be located on the East Pandosy site. The participation of the KGH Neighbourhood Liaison group has been an important part of the design process.

For the past few months a request for proposal (RFP) process has been underway to select the firm that will design and build the Clinical Support Building. The successful proponent will be selected this month and they will be presenting the proposed design to the neighbours on December 9th.

Your input on the form and character of the building, the overall presentation of the building, and the designed transition between the building and the neighbourhood will help ensure that this important building fits with your vision for your neighbourhood.

Some Background on the process so far:

- The City of Kelowna placed a restrictive covenant on the property at the corner of Royal Avenue and Pandosy Street in July 2008 to ensure the neighbours were included in the design process. The covenant stated:

"No building shall be constructed ... until the development plans for construction of same have been submitted to the City for review by the Director of Planning and Development Services, following a process of public consultation as determined by Interior Health Authority."

- A meeting was held at KGH on February 11, 2010, at which information on the Interior Heart and Surgical Centre and the Clinical Support Building was shared and feedback was received from the neighbours in attendance.

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- In March 2010, a Neighbourhood Design Subcommittee was formed to participate in User Group meetings and to provide community input into the design, form and character of the proposed buildings.
- Subsequent public meetings were held on March 29, 2010 and September 28, 2010 to provide information, collect input and address issues of concern from the neighbours. The progress of the Clinical Support Building was discussed at each of these meetings
- Information has been made available to all who are interested in the process through subscription to newsletters at info@buildingpatientcare.ca
- City representatives were in attendance at all of these meetings.
- The Request for Proposal to design and build the Clinical Support Building was issued on August 10, 2010. The contract for this project is expected to be awarded in early December 2010.

Neighbourhood Meeting Details

Date: Thursday, December 9, 2010

Time: 6:30 – 9:30 p.m.

Location: KGH, 2nd Floor Conference Room

At the meeting:

- a presentation from the preferred proponent on the proposed design, form and character of the Clinical Support Building will be provided;
- information from the Neighbourhood Design Subcommittee on the User Group work will be shared;
- everybody attending will have the opportunity to provide feedback on the information presented.

For further information on this invitation, to sign up to receive information on activities at KGH, and/or to be notified of future KGH Neighbourhood Liaison Group meetings:

Email: info@buildingpatientcare.ca or

Phone: 250-801-1741



**Delivery Area for Invitation to
KGH Neighbourhood Liaison Group meeting February 11, 2010**

Appendix 5: Agenda December 9th Public Consultation Session

Public Consultation – Clinical Support Building on the East Pandosy Site

The purpose of this session is to:

- Continue the engagement of the Kelowna General Hospital neighbours in the design of the proposed Clinical Support Building planned for the East Pandosy Site, and
- Complete the process related to meeting the requirements of the covenant on the land

Participants:

- KGH Neighbours
- Interior Health
- Preferred Proponents for the CSB
- City of Kelowna

Time	Agenda
6:30 – 6:45	Introductions (<i>Facilitators</i>)
6:45 – 6:55	Guidelines for the conversation/ engagement (<i>Facilitators</i>)
6:55 – 7:05	Background (<i>Nicola</i>)
7:05 – 7:30	Proponents presentation
7:30 – 7:40	Neighbour User Group Comments (<i>Penny P.</i>)
7:40 – 8:10	Conversation #1 <i>‘What are the elements of the design that you like and that meet the design criteria that were established?’</i>
8:10 – 8:40	Conversation #2 <i>‘What are the elements that could be refined to improve the fit with the design criteria?’</i>
8:40 – 9:05	Conversation #3 <i>‘As we move forward to construction, what aspects of the consultation process did you like and what would you like to see continue?’</i>
9:05 – 9:20	Next steps related to the design proposal and process for sharing information with the neighbours (<i>Nicola / Tracy</i>)
9:20 – 9:30	Wrap up (<i>Facilitators</i>)

Appendix 6: Notes from the December 9th Public Consultation Meeting

(Includes comments from the User Group report)

Participants

Neighbours:

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Other

Pater Lambuer, (B+H Architects)

Gary August, Realtor

Interior Health:

Tracy Macdonald, Health Service Administrator - KGH

Nicola Huppertz, Corporate Director Capital Planning and Projects

Cam McAlpine, KVH, Building Patient Care Projects Communication officer

Martin DeHeer, Senior Project Manager CSB Project

David Fowler, Director Central Okanagan

Joanne Richard, Capital Planning Projects Administrative Coordinator

Infusion Health:

Diana MacDonald, Administrative Coordinator

Stantec - Graham:

Greg Parnell, Construction Manager/ Graham

Brian Christianson, Project Architect/ Stantec

Doug Brian, Stantec

Rick Vincent, Stantec

City of Kelowna:

Stephen Fleming, City Clerk, City of Kelowna

Facilitators:

Penny Lane and Christine Bonney

Top of Mind

- Success for this meeting (2x)
- What's happening
- Chaos/ no control on my street
- Traffic parking (2x)
- What's going on
- Where's the people (2x)
- Schedule
- Great project
- Decisions are made by people who come to the meetings

Conversation #1 - *'What are the elements of the design that you like and that meet the design criteria that were established?'*

- Privacy film on windows
- Pedestrian overpass
- Exterior finish
- Public on – site parking only
- Enclosed penthouse
- It's a box
- Colors are better than the parkade
- Foot print is large for the lot
- Move building forward towards Pandosy
- No staff parking
- Uses three different exterior textures, wood, concrete and fiber;
- Breaks up the back of the building along the alley by having the material type change at approximately house widths;
- Has a setback for the fourth floor\ roof top mechanical room;
- Are prepared to use softer (not stark white) colours on the fiber portions of the building (further input from the neighbours is required on the colour choice);
- mechanical systems are housed in a roof top room (not just screened)
- noise is to be no more than 60 db during the day and 50 db at night at the property line
- delivery vehicles enter under the carport area for the loading dock
- snow storage is at the front on Pandosy Street
- lights in the parking carport will be small and on the ceiling, directed downwards;
- lighting on the laneway will be attached to the fencing directed towards the lane (this item needs to be confirmed with the contractor);
- there will be a fence along the alley side, blocking views of some of the lighting;
- the majority of the labs that are operational all night are located either on the Pandosy Street side or away from the windows on the alley \ neighbourhood side;
- frosted glass to be used on bottom third of windows on the alley side on the second and third floor to prevent staff from easily viewing neighbour yards;
- fencing along the back of the property on the alley side, to prevent patients on the ground floor from looking at \ into neighbours yards;
- security cameras will be fixed so that they are directed onto the laneway, and away from neighbours homes;

- access and egress to the CSB are from Royal Avenue, and circulate through the carport, and directly onto parking sites under the building
- ample video surveillance of the pedestrian and vehicular patient entrances and in the laneway
- vibro-compaction of the soils may cause damage to surrounding homes;
- surveys will be completed for all homes which homeowners request;
- proponents will carry insurance for damage caused by construction;

Conversation #2

'What are the elements that could be refined to improve the fit with the design criteria?'

- Location of landscaping – move building closer to Pandosy
- Power lines below ground
- Box-shape
- Provide trees to the neighbours
- Walkway lit at night?
- Describe how window film works (i.e., can this be removed by users)
- Impact on traffic
- What is the guarantee on noise level (mechanical is in a room and air comes in from the laneway (east) and is exhausted to the street. It is the exhaust side that is where the noise comes from and it is on Pandosy)
- Traffic entrance – will it work if it requires turning left on to Royal or if turning left from Royal onto Pandosy
- Can the alley traffic be slowed down
- Construction practices – litter in the yard
- Parking for construction workers
- Hours of work – will it be extended at times
- Residential parking only
- Less height
- Trees/ greenery above the fence – facing the houses
- Move the power lines
- Move the building forward
- Privacy can the whole windows be obscured
- Clarify the lights (i.e., how high will they be)
- is a big rectangular box (approximately 300' long), without much architectural detail to break the box look, other than the material change;
- back is not screened, so the carport area will be lit up!
- the lights are not on motion sensors (for security reasons) so will be on all night;
- fencing is lattices or intermittent in sections, so that views into and from the back of the parking carport are possible;
- no landscaping of any types at all used on the alley side, except some vines (contrary to the specifications);
- no large trees that would shield views from the second or third floor.
- signage has not been designed yet, but neighbours have requested a “no left turn” for traffic egressing from the CSB to Royal, to be placed on the CSB site;
- the traffic study has not been finalized and is in draft only

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- the City of Kelowna traffic department has not agreed to a meeting with the neighbourhood
- the City of Kelowna has not agreed to any calming measures for traffic on Speer and Royal

Conversation #3

'As we move forward to construction, what aspects of the consultation process did you like and what would you like to see continue?'

- Continue liaison with the City, hydro. They need to be here (we have rep from the City)
- Can't move the building forward? -> repack it – do it right
- We'd like to be a significant part of decision process before decisions are made -> a feeling of not having enough control
- More neighbourhood (owners) involvement. Mainly renters on Speer St.
- Appreciate your efforts & thank you Penny P.
- Company from Calgary called Noise Solutions Calgary AB
- Weekly internet updates
- Clear chain of command with builders (i.e., key contacts etc)
- Open communication throughout project
- Regular staff meetings to ensure appropriate behavior of construction workers and sub contractors
- Better control of waste (construction and personal)

Other Issues

- Parking is a huge issue that is not going away!
- What's the guarantee that the noise level will meet the guidelines?
- How much traffic noise will be heard in the lane
- Will there be speed bumps in the laneway?
- Parking for construction workers -> same trucks there every day
- Can we get residential parking on Speer?
- Allow front driveways on Speer St (bylaw)

Response to Expectations

- The building cannot be moved closer to Pandosy due to setback requirements and the site loading is in place on the site based on the setback requirements
- Traffic study is with the City
- Parking at KGH has shown that there is adequate parking on site for staff (a three month waitlist). The additions to the hospital are expanding the site to accommodate existing programs (i.e., patient and staff volume increases are not proportional to the space increase because patient rooms are moving from 4 bed to 1/ 2 bed, bathrooms are larger for access, and OR's are larger per OR suite)

On exit, the following comments from the neighbours about what they liked and/or could be changed about the meeting

- A big decision and hoped for greater attendance by neighbours
- Continue to listen to neighbours and continue to communicate out changes
- Like to know what can be done to create greenery on the laneway

Appendix 7 Feedback from User Group (authored by Penny Pearson)

Dear Penny and Nicola,

I wanted to thank both of you again, and IHA, for the obvious work they put into last evening. I think it was a good exercise. I certainly acknowledge that some progress has been reached on:

- the rooftop penthouse – assisting with noise reduction;
- use of more than just concrete on the exterior of the building;
- film on part of the windows to assist with privacy but ensure light for the staff.
- (and maybe most importantly) with communication between the hospital and the neighbours (pass on my thanks to Cam).

which addresses IHA's needs and the neighbourhood concerns.

I still think that the actual process needs to be refined, for the next go round with the Cardiac Surgical Building (even though I'm not involved). I think it would help if the neighbours could receive some idea in advance of the meeting about what the design will look like and what is being proposed on various issues. I know that with out signed contract documents and a done deal, there are concerns by IHA on giving this type of information out generally. Some thought should go into this aspect of the process though. My feeling is that a bit of advance notice, IHA will get better more carefully thought out feed back, and possible suggestions for resolution of the issues, from the neighbours, and less off the cuff remarks or concerns. - It might also prevent some of the digression re: parking, cigarette butts etc.

Issues that still need to be addressed re: the CSB:

- colour of the fiber portion of the building. A softer colour even that the proposed one, would probably be better;
- information from Graham\ Stantec on the height of the power lines at the rear;
- whether the driveway can safely be narrowed (so cars can pass safely etc.) by a foot or so, something large enough that a little median can go in the back along the alley way, which could accommodate trees – Maybe the City could put it on their alley side if it was wide enough.
- Whether speed bumps could be put in the CSB laneway, to slow cars within their property, thereby lessening the noise;
- Whether the fence can be increased in height
- Whether the fence can be changed so there are no peekaboo sections at the level where vehicles will be seen in the laneway, carport area, but could still accommodate vines, if no trees are possible.
- Where the lights will be located to illuminate the laneway – and whether those lights could be on motion sensors. Ie. we accept that security requires that the lights in the carpark area be on all night, for employees, coming and going – but presumably the lights in the lane can be low or off, until the car moves out into the laneway?

- Confirmation of the sign design for traffic flow - will there be a “no left turn” on the CSB property for exiting vehicles;
- Traffic issues Royal and Speer and at the Pandosy\ Royal Ave intersection, which I appreciate need to be addressed with the City’s traffic department.

I was very interested in Martin’s comments about the intakes on the air systems. Brian told me last night that since they didn’t know what mechanical equipment exactly was going to be used, they didn’t know where the intake \ exhaust were located. I know nothing about intake \ outtake systems for a building this size. Is it possible to intake from one of the ends and exhaust onto Pandosy? Obviously, the noisiest components should be on the Pandosy\ car side, away from the houses.

- Also I never did see in the designs any discussion about where the employee outdoor area would be – was there insufficient room to accommodate that?

Re: the other issues (parking, traffic, cigarette butts, garbage etc.) Those issues might be better addressed in a subgroup with the builder, IHA and the City. Some brain storming might result in some cheap solutions or at least improvements. These issues seem to consume an inordinate amount of time of the neighbours and of various IHA personnel trying to deal with the complaints. If we could get some of those problems licked then IHA wouldn’t be continually bugged by them, could concentrate on more important patient care issues, and the neighbours would be cheering. Maybe someone at IHA could think about this, since we are looking at 7 more years of construction, with construction workers enveloping our neighbourhood (*Personally, I am looking forward to another summer of the roofers cursing and swearing at the top of their lungs, which can be heard for blocks*).

I will look for Penny’s memo when completed and circulated to the powers that be.

Thanks again for the interesting evening.

Regards,

Penny A. Pearson



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