

Vancouver Island Health Authority Royal Jubilee Hospital Master Campus Plan Public/External Engagement Plan

January 2010

Background

One of the terms of the Master Development Agreement (MDA) with the City of Victoria for construction of the new Patient Care Centre on the Royal Jubilee Hospital (RJH) site is that Vancouver Island Health Authority (VIHA) complete a Master Campus Plan (MCP) for this site. The MDA further stipulates that no new building permits will be issued by the City of Victoria for the RJH site until the MCP has been completed. A further requirement is that the consultation plan for the MCP be signed off by the City of Victoria Planning Department. The Planning Department has indicated that an acceptable plan is one that has the support of the hospital's neighbours as represented by the North and South Jubilee Neighbourhood Associations.

Who are the Stakeholders?

The MCP process needs to engage both internal stakeholders (VIHA staff) and external stakeholders who include, but are not limited to, the North and South Jubilee Neighbourhood Associations, Camosun Community Association, nearby residents and businesses, Friends of Bowker Creek, residents of the Capital Region, the City of Victoria and the District of Saanich.

Objectives of the Engagement Plan

- Ensure that both internal and external stakeholders have the opportunity for input into the plan in areas where they have an interest.
- Provide opportunities for internal and external stakeholders to understand and discuss their shared and competing interests.
- Engage the RJH Neighbourhood Liaison Committee at key points in the development of the Plan to seek their advice and guidance.
- Engage a broad cross-section of the community in aspects of Plan development to ensure a plan that is reflective of community priorities while allowing for the growth and change required for excellence in health care delivery.

Methodology for External Engagement

The formal public launch of the MCP process took place at a Public Information Meeting for both internal stakeholders and the larger community on June 17, 2009. Feedback on the planning principles presented was provided through completion of a feedback form and discussions held at the open house. The planning principles presented will guide the MCP.

Three community events and three meetings with City staff are proposed and have been scheduled for the following dates:

- February 20, 2010 – public open house and workshop;
- Week of March 1, 2010 - meet with city staff to discuss feedback from open houses, next steps & key messages
- March 27, 2010 – public workshop;
- Week of April 19, 2010 - meet with city staff to discuss feedback from open houses, next steps & key messages;
- May 1, 2010 – public open house; and
- Week of May 3, 2010 - meet with city staff to discuss feedback from open houses, next steps.

February 20, 2010

On February 20, 2010, the broader community will be invited to participate in an open house and workshop event to review and comment on the planning principles and to participate in a hands on planning exercise. See attached the agenda for the February open house and work shop. Participants would be requested to pre-register for the 2 hour Workshop and could attend both the open house and workshop or just the workshop. However, workshops will be able to accommodate participants who have not pre-registered but would still like to attend.

Display materials for the open house component would be the same materials provided at the June launch event. Open house attendees would be provided with the same comment form as at the June launch event (thereby providing an additional opportunity to have input into the planning principles, for those unable to attend the June event). Workshop materials will include precedents detailing how the proposed planning principles have been successfully implemented at other hospitals or institutional sites. Further examples of comparable hospital or institutional master plans will also be provided.

March 27, 2010

Following completion of the February open house / workshop, a second public workshop will be held on March 27, 2010, to review the planning options, comment on them and again, through a hands-on exercise, suggest modifications. See attached the agenda for the March 2010 workshop.

May 1, 2010

A public review of the preferred planning option will take place at an open house for both internal and external stakeholders on May 1, 2010, followed by a meeting of the RJH Neighbourhood Liaison Committee. See attached the agenda for the May 2010 open house.

Dissemination and Notice

Invitation to and advanced notice of these events will be provided through the following mechanisms:

Targeted flyer delivery: the residents in the areas comprising the North Jubilee Neighbourhood Association, South Jubilee Neighbourhood Association, and Camosun Community Association will receive a flyer that will describe the Master Campus Planning process, the upcoming events and indicate how they can register for those with a work shop component. Dates and locations will be clearly identified.

Media notices: for the broader general public and any other interested external stakeholders, advertisements will be placed in local newspapers. Public service announcements will be distributed to all local media, including cable television and radio.

Notice: in consultation with neighbourhood association representatives, it was agreed that materials and advertisements will be distributed and placed two weeks before each event, followed up with a reminder one week before the event.

Key messages for the materials to be distributed to the adjacent neighbourhood associations will be developed in collaboration with neighbourhood association representatives at a meeting on January 19, 2010.

All consultation materials and notice of public meetings will be available on a Campus Plan website hosted by VIHA and readily available to the public. Additionally, an e-mail list-serve will be established for stakeholders who wish to be notified of meetings and workshops via e-mail.

February 20, 2010 Open House and Workshop - Planning Principles

AGENDA

OPEN HOUSE drop in

(duration, 2 hours) 11:00am to 1:00pm

Goal: Provide an overview of the design principles and guide lines.

- Stantec will display the June 17th open house material (poster boards) for participants to review.
- Participants will have opportunity to ask questions and provide comments regarding open house material and campus issues to the VIHA and Stantec representatives present.

BREAK 1:00pm to 1:15pm

WORKSHOP pre-registered

(duration, 2 hours) 1:15pm to 3:15pm

Goal: For the community to provide their input on how they see the site being developed for future needs of the community and health care. Topics from the open house material will be reviewed and discussed in an open and interactive form. We propose that groups of people work in focus groups at a table with a large site plan of the campus where each group can sketch and provide their thoughts around 1 of the assigned topics.

1. The workshop will be launched with a summary presentation of the poster board material as a means of setting the context and focus areas of the workshop. It will also support people who were not able to participate in the open houses to develop a similar base understanding of the scope and purpose of the Master Campus Plan.

A Master Plan Process timeline diagram will be provided.

VIHA will provide precedents detailing how the proposed planning principles have been successfully implemented at other hospitals or institutional sites. Further examples of comparable hospital or institutional master plans will also be provided.

2. Stantec will provide a quick overview of the Facility analysis and building life expectancy.
3. Question and comment session regarding work shop principles.
4. Topics for discussion are:
 - o Future building massing, form, locations and phasing;
 - o Street frontage;
 - o Areas for future expansion;
 - o Site circulation, vehicular and pedestrian flows through the site;
 - o Green space, Trees and Bowker Creek;
 - o Parking, public transit and traffic demand management.
5. Groups to provide a summary.
6. Question and comment session regarding work shop principles.

How will the workshop information get used: Stantec and VIHA will use the information and sketches received as information in developing planning options for the campus and to finalize the planning principles. These options will be presented at the March 27, 2010 community workshop.

March 27, 2010 Workshop - Planning Options Review

AGENDA

WORKSHOP pre-registered

(duration, 2 hours) 11:00am to 1:00pm

Goal: For the community to provide their feedback and further input on the planning options being presented. Each option presented will represent a VIABLE development plan for the site. We propose that groups of people work at a table with copies of the planning options for the campus where each person can sketch and provide their thoughts and recommendations.

In order to accommodate community concerns that were brought forward at the last open house, the format, process and issues discussed at this meeting may be refined

1. Introductions
2. Workshop session
3. Question and comment session regarding work shop principles.

How will the workshop information get used: Stantec and VIHA will use the information and sketches received as information in determining the preferred option, demonstrating how this input was incorporated. This option will be presented at the May 1, 2010 community open house.

May 1, 2010 Open House - Preferred Planning Option Review

AGENDA

OPEN HOUSE drop in

(duration, 2 hours) 11:00am to 1:00pm

Goal: For the community to provide their feedback and any further input on the preferred planning option for the Master Campus Plan. In order to accommodate community concerns that were brought forward at the last open house, the format, process and issues discussed at this meeting may be refined.

Open house session

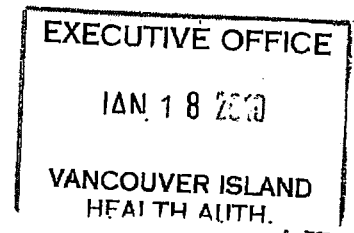
Feed back forms will be provided.

Stantec/VIHA will meet with the City prior to the open house to discuss the rationale underlying the emergent preferred option and explain how they have (or have not) responded to community feedback.

How will the open house comments get used: Stantec and VIHA will use the information received as a final review in determining how and to what extent the preferred option suits the needs of the community and the campus which will lead to a formal rezoning application.

Stantec/VIHA will meet with city following the open house to present the final plan and the results of the feedback from the community

**Planning &
Development
Department**



#1 Centennial Square
Victoria
British Columbia
V8W 1P6
Tel (250) 361-0382
Fax (250) 361-0386
www.victoria.ca

January 15, 2010

Vancouver Island Health Authority
1952 Bay Street
Victoria BC V8R 1J8

Attention: Mr. Grant Hollett
Director, Planning & Community Engagement

Dear Mr. Hollett:

Re: Royal Jubilee Hospital Campus Plan

I am writing with regard to the *Royal Jubilee Hospital Master Campus Plan Public/External Engagement Plan* on January 12, 2010.

Section 16.2 of the Royal Jubilee Hospital Master Development Agreement (MDA) requires the Vancouver Island Health Authority (VIHA) to "provide for a reasonable degree of consultation with the City and the residents of the surrounding neighbourhood to the satisfaction of the City's Director of Planning and Development."

This letter serves as confirmation that the *Public/External Engagement Plan* satisfies the requirements of section 16.2 of the MDA.

Sincerely,

Deb Day
Director, Planning & Development

DED/ljm

Royal Jubilee Hospital



MASTER CAMPUS PLAN PUBLIC OPEN HOUSE



Help Shape the Future of the Royal Jubilee Hospital

The Vancouver Island Health Authority has held two workshops (February 20 and March 27) to provide neighbours of Royal Jubilee Hospital and other interested community members an opportunity for input into the Master Campus Plan for the hospital site.

Please join us for the final Public Open House on May 1, 2010. We will present the preferred option for the Royal Jubilee Hospital Master Campus Plan that has been developed with input from participants in the two previous workshops. An opportunity for your feedback and comments will be provided.

You can visit our Website to review resources and materials from our previous open houses and workshops. The Website address is:

http://www.viha.ca/about_viha/community/rjh_campus/

Public Open House

Saturday, May 1, 2010

1:00 p.m.—3:00 p.m.

Location: Royal Jubilee Hospital, Woodward Room, Begbie Hall
2101 Richmond Ave

*Free parking in the Reserve Lot behind Begbie Hall
(enter between Begbie Hall and Richmond Pavilion)*

Christine Havelka

From: Christine [REDACTED]
Sent: Monday, November 09, 2015 9:25 PM
To: Public Hearings; Pam Madoff (Councillor)
Subject: CMP - parking lot expansion - impact statement

Dear Councillors:

I live in suite 204 at 2310 Trent St. Victoria. Last week I received a letter notifying me of a hearing concerning the Island Health Royal Jubilee Master Plan. This plan has proposed the expansion of the current parking lot to a multi-level parkade as part of the hospital development plans. I was shocked and dismayed to read the plan and realize that effect this would have on my home and the home of the other residents of this building, and especially those whose suite, like mine, face the parking lot in question.

Should this parkade be built, it would decrease the daylight to my home, while increasing the artificial light at night time. There would be increased noise and exhaust pollution from the vehicles as they arrive and depart. Not only would I suffer a loss of privacy, but my home would decrease in value and marketability due to this proposed structure.

I have lived here for twelve years and enjoyed the proximity to my work, shopping, parks and recreation. However, I have also tolerated the traffic and lights in the parking lot, traffic jams on Trent St., the leaf blower at 7 AM, snow removal equipment, the helicopter, and our neighbours in the Caribbean half-way house next door. These were all in place and I purchased my property knowing that I would have to live with them. This building is well-maintained with a healthy contingency fund. We have, during its 20 year history, remediated the building twice, involving the exterior and the foundation.

A multi level parkade next to my home is simply not acceptable, and I urge council most strongly to reject this proposed parkade and choose a different location. I understand that at one time, additional multi level parking was proposed in an alternate location, why did this change? The existing parking lots beside the hospital buildings, visible from Fort St. would seem ideal for a multi-level parkade, as they are not adjacent to residential homes.

Sincerely,

Christine O'Leary
[REDACTED]

Christine Havelka

From: Mugsy [REDACTED]
Sent: Monday, November 09, 2015 1:08 PM
To: Public Hearings
Cc: Pam Madoff (Councillor)
Subject: Island Health Royal Jubilee Master Campus Plan

Dear Ms. Madoff,

My name is Jan Ralph and I have lived at 403-2310 Trent St for the last 12 and ½ years. Along with all the owners here, I received a letter regarding the Notice of Hearing: Island Health Royal Jubilee Master Campus Plan dated October 30th and received on November 4th. Other than a brief mention on the local news, this was the first indication of the expansion plans for the Royal Jubilee Hospital. After discussion with a fellow owner, I looked at the online document noticed a parkade is planned to replace staff parking lot on the current Eric Martin Pavilion property. As this part of the project directly affects my property, I endeavoured to comprehend the impacts on the enjoyment of my home. Initially, it seemed parking capacity would be increased from 179 spots to 380 spots, which implied the possibility of a two storey structure. There was no mention of height or any other pertinent details. After a discussion with a neighbour who has done due diligence, it now seems this structure is to be 4 and ½ stories as well as many other details that I could not find in the plan, all which will have a major detrimental impact on myself and other long term owners. All of us have had many issues for years with our location. These include the noise and pollution from staff parking at Eric Martin, the pick-up and drop off of students at St. Patrick's school as well as the chronic homeless problem. The homeless issue has reached the point we have been required to spend a substantial amount to secure our building. These unfortunate people use various areas, both here and the medical building at Trent and Fort, for many things with some of them being unsanitary as well as uneasiness of safety. My concern is the addition of a 4 storey parkade will just escalate these problems.

As an owner of a condominium at 2310 Trent Street, I am concerned my quality of life is going to be affected by this parkade being built right next to my home. It is disappointing these plans were not discussed in advance by Island Health with the owners of our building. As a lifelong resident of Victoria, 60 years, I cannot think of another situation where the City has allowed the building of a parkade in such close proximity to a residential building. I am sure there are other options available according to the proposed plan that would not disrupt people's lives.

I hope all parties will take my concerns very seriously and reconsider the location of the parkade.

Thank you for taking the time to review my concerns with this proposed project.

Jan Ralph

403-2310 Trent St

Victoria, BC

V8R 1K3

[REDACTED]

Christine Havelka

From: Helene Roy [REDACTED]
Sent: Monday, November 09, 2015 10:20 AM
To: Public Hearings
Cc: Pam Madoff (Councillor)
Subject: Island Health Royal Jubilee Master Campus Plan

Dear Council Members,

I'm a owner and resident at 2310 Trent St, for which a parking structure is being proposed next door at the Eric-Martin Pavilion.

I would like to raise these points which are of concern to me and that will directly affect our homeowners:

- The disregard to consult with the residents of our building. It was indeed a surprise.
- I am a real estate agent and having a parking structure above-ground directly across from some of my neighbours will have a negative impact on the market value of their condominium, thus every other suite in our complex as well. This will be caused by loss of view, loss of privacy and increased noise, light and traffic pollution.
- **Noise pollution:** our complex is interestingly positioned next to a halfway house, a busy Fort St, a helicopter landing pad, and the rest being all commercial buildings. Yes we moved in this knowing these facts. So I will not complain about those. However, the thought of something as disturbing as an erected parkade structure, especially without consulting us, I will not agree with. I will defend our North facing residents.
- **Light pollution:** A constant light will be required to maintain the safety of such a structure, and also the lights of the 24/7 vehicles coming in and out.
- **Traffic Pollution:** Our little cul-de-sac street sees much traffic. Pedestrians and cars alike from a private school and medical buildings. It is a difficult intersection to get out of with no pedestrian crossing (though they cross from different access points constantly) and no traffic lights. Also, a vehicle going up a parkade structure, in my experience sounds louder than normal as the sound reverberates on the parkade's walls.

Proposed ideas:

- Underground parkade
- Built it not on Trent St, but on the NW corner of Lee and Fort where there are no residential complexes.

Regards,

Hélène Roy
REALTOR®, BA
ROY & ROY
Real Estate Group/Groupe Immobilier
Macdonald Realty Ltd
755 Humboldt St
Victoria, BC

Christine Havelka

From: Roger Lundberg [REDACTED]
Sent: Monday, November 09, 2015 7:02 AM
To: Pam Madoff (Councillor)
Cc: Public Hearings
Subject: inappropriate hospital parkade location

To Whom:

I wish to add my voice to the many that have expressed great concern regarding the location of the proposed parkade near Trent street.

I also live in the building at 2310 - Trent street, and it is my hope that you will consider a different location for the planned parking structure.

It seems that with the acres of parking space more to the southwest, that a better and less offensive location could be found. In addition, from the point of view of safety, both walking and driving, the Trent street location is a bad choice. Due to its close proximity to the school on Trent street, large parking structures can reduce visibility and become a "cover" for criminal activity, and this type of activity would be a threat to passing school children.

Please prevent this structure from being built on Trent street.

Thank you for your consideration in this matter.

Roger Lundberg
Clinical Audiologist and local resident

Christine Havelka

From: Annie [REDACTED]
Sent: Saturday, November 07, 2015 8:07 AM
To: Public Hearings
Cc: Pam Madoff (Councillor)
Subject: Island Health Royal Jubilee Master Campus Plan

Dear Council Members,

My address is 404-2310 Trent St. My condo faces the EMP parking lot. I was shocked to learn this new plan includes building a parkade directly in front of our building. I became so angry when I read the part citing public consultation and input. We, who would be the most impacted were never consulted. Further investigating led me to the agreement between the North Jubilee Neighbourhood Association and Island Health(2008). Throughout this period of time neither one of these parties saw fit to contact anyone in our building about these proposed plans. All the surrounding streets, except ours are all being graced with green spaces and we are being graced with a parkade. This little dead end street is so busy with traffic already. We have lots of elderly people going to and from 1964 Fort for medical appointments; we have the parents dropping off and picking up the children from St.Patricks School and we have staff coming and going from the EMP parking lot. We put up with the helicopters coming and going at all hours; we put up with car alarms and radios blaring; we put up with leaf blowers and lawn mowers from 7.00 a.m. on ;we put up with Island Health's halfway house at the Caribbean on the west side of the building and when it snows we endure snow plows running all through the night clearing the parking lots around the hospital. We accept a lot of noise pollution already because our proximity to the hospital. How could Island Health put new" less glare" lights in EMP parking lot(apparently at the request of the Jubilee neighbourhood association) and yet consider replacing those with a parkade ????Nowhere in Victoria has a parkade ever been built directly in front of a residential condo building. The planners are saying it will be for staff- that will mean cars coming and going all hours of the night, more car alarms going off, constant activity- whereas now at least the car park is relatively quieter at night. We will basically be walled in with reduced light during the day and glaring nights shining directly in all night. It will be a constant borage of noise and light pollution far worse than we have put up with thus far. I have been told by the planners "there are no funds at the moment – this could take years to implement", my request to you is that if you approve this plan you make the amendment of removing the parkade from this proposed location. While it stays I will live in fear of it happening, plus if I sell I have to share the information which could, according to my realtor devalue my property by at least ten per cent. I am retired and do not plan to move but I have hardly slept since getting this news. I am willing to put up with certain things because I love our location and I love my views of Mt.Tolmie and Mt.Doug. Creating all this green space around the hospital is a lovely idea but people won't be enjoying it 24/7 . If this parkade proposal goes forward It will be my worst nightmare 24/7! Living in darker days and enduring bright lights and constant noise at night. I am sick to my stomach about this and writing this at 3.00 a.m. since I cannot sleep. I am begging you on behalf of our building to stand up for our rights and not let Island Health make our lives miserable. Please have the potential plan for the parkade on Trent St removed before you approve this proposal.

Sincerely Ann
Jeffery

Sin

Christine Havelka

From: Pam Madoff (Councillor)
Sent: Saturday, Nov 7, 2015 11:10 PM
To: Christine Havelka
Subject: Fwd: Resident of 2310 Trent Street and proposed Jubilee expansion

Fyi, for the public hearing on RJH.

Pamela

Sent from my iPhone

Begin forwarded message:

From: Nancy McQuinn [REDACTED]
Date: November 6, 2015 at 5:38:45 PM PST
To: "Pam Madoff (Councillor)" <pmadoff@victoria.ca>
Subject: Re: Resident of 2310 Trent Street and proposed Jubilee expansion

Hi Pan,

One other concern to add - how would the traffic be addressed on this tiny dead end street? School, medical buildings, our condo turning left or right with no street light. There is a light on Lee and Foul Bay. This street is too small. Has a feasibility study been done? How many parking spaces are planned?

Thanks again,
Nancy

On Friday, November 6, 2015, Pam Madoff (Councillor) <pmadoff@victoria.ca> wrote:
Will do.

Pamela Madoff

On Nov 6, 2015, at 11:17 AM, Nancy McQuinn [REDACTED] > wrote:

Hi Pam,

Yes please include my letter in consideration for the hearing.

Thanks and have a nice day,
Nancy McQuinn

On Friday, November 6, 2015, Pam Madoff (Councillor)
<pmadoff@victoria.ca<mailto:pmadoff@victoria.ca>> wrote:
Hello, Nancy.

Thank you for forwarding your letter and expressing your specific concerns relating to the proposed RJH Master Plan.

My normal practice is to share correspondence with our planning staff and the proponent and ensure that it is included in the agenda for the public hearing. I just wanted to check with you to see if that would be agreeable to you.

The agenda will go out a little later today and it would be helpful to know if I might request staff to append your letter to the agenda.

Pamela Madoff

> On Nov 6, 2015, at 10:22 AM, Nancy McQuinn [REDACTED] javascript:;>>
wrote:

>

> Hi Pam,

>

> I got your email address from our strata council president, Ann Jeffery. We have been discussing the proposed plans for the expansion of the Jubilee. I wanted to express my concerns to you and I will also be attending them meeting at city hall next week.

>

> For one, the residents of this building were never consulted in any way. We are one of the few residential buildings being affected by this proposed expansion, and it raises many concerns.

>

> So far, this process that the city has started, has shown a lack of consideration for the owners of this building. We are in a democratic society, are we not? We pay taxes, do we not? This is our home, our investment and to have an envelope arrive in the mail asking us to check out a website and shockingly see the diagram of a large parkade behind the building is unimaginable in the way it was presented.

>

> Yes, we would lose an amazing view, which we all enjoy and makes living on a busy street corner palatable. But more importantly, the construction of this parkade would block out light, and as many of us have our windows open, the exhaust fumes would be constant and possibly pose health problems. I have a son who is asthmatic and would never choose to live next to a parkade with cars coming and going throughout the day, spewing fumes into my living space. The Eric Martin Pavillion being set the way it is, amplifies the sound, so along with the exhaust fumes, lack of light, there is the noise consideration of cars driving through the levels of the parkade. This is very disturbing. Another matter to consider is that we have an influx of

mentally ill and homeless who hang around the park beyond the St. Patrick's school, and this parkade, especially at night, I feel would be a hangout for them and a place to shoot up, drink and basically camp out in. As it is kind of "tucked away" it would be an open door for them.

>

> There is a school in the area, and this is a very busy corner with medical offices and elderly people coming and going to their appointments. To have a constant flow of traffic coming down this little street is a dangerous proposition with potential catastrophic results.

>

> I am on board with my strata to fight this and try to find a solution that works for everybody. I am not against progress, I am not against trying to make the Jubilee a better place for the patients but we are residents, we live here all the time and this is not acceptable. The property values would be affected by this, in fact, they already are, as now we have to disclose this unsavoury bit of information if we are listing our units.

>

> I do hope common ground can be reached and that the expansion can go ahead, taking into consideration the residents who will be deeply affected by this change.

>

> Thank you for listening and see you next week.

>

> Nancy McQuinn

> Unit 303

>

[REDACTED]