

# Britannia

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## RENEWAL

### REZONING ENGAGEMENT DEEP DIVE SUMMARY REPORT

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SKY SPIRIT STUDIO + CONSULTING



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## APPENDIX A: Who Participated - Demographics of Participants from the Online Survey

## ACKNOWLEDGEMENTS

We extend our deep appreciation to the Britannia community members who shared their ideas and lived experience, and who took the time to attend public events and workshops.

We would like to express gratitude to the organisations that participated in engagement activities and provided invaluable input through dialogue and written feedback. These include:

- BC Non-Profit Housing Association
- Britannia Anti-racism and Anti-oppression Working Group
- Britannia Adult 55+ Program
- Britannia Child Care Centre
- Britannia Community Services Centre: On-site Staff
- Britannia Elementary Parents Advisory Council
- Britannia Pool and Fitness Committee
- Britannia Recreation Staff
- Britannia Secondary School Boys Basketball
- Britannia Seniors, Elders and Advocates Committee
- Britannia Volunteer Committee
- Britannia Youth Committee
- Co:Here Housing Community
- Community Input Group
- Dusty Flowerpot Cabaret
- Eastside Family Place
- Elder's Advisory Committee
- Girls Who LEAP
- Grandview Woodlands Area Council
- Grandview Woodlands Food Connection
- Kettle Society
- Kick Stand Community Bikes
- Open Air Orchestra Society
- Outreach graduates, students and teachers
- PosAbilities
- Quirk-e
- Rumble Theatre
- The Carnival Band
- Vancouver Flames CARHA
- Vancouver Latin American Cultural Centre Society
- Vancouver Minor Hockey Association
- Vancouver Native Housing Society
- Vancouver Public Library (Britannia Branch)
- Vancouver School Board (Britannia Secondary, Community School)
- Youth Peer Leadership Group

## PROJECT INTRODUCTION

The City of Vancouver and the Britannia site is located on the traditional, ancestral, and unceded territory of the xʷməθkʷəy�əm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) (MST) Peoples and is home to a large and diverse community of Indigenous residents. Indigenous Elders, families, and youth are part of the daily activity at Britannia, and make important contributions as leaders, volunteers, participants, and advocates.

With respectful recognition of the MST Host Nations and the Urban Indigenous community, project partners are committed to reconciliation as a key value guiding the renewal of the site. This rezoning process will reflect the culture of the Host Nations and the Urban Indigenous residents that are so important to the heart and spirit of Britannia. Part of our engagement process includes dedicated, culturally-appropriate Indigenous engagement activities, led by Sky Spirit Studio. Feedback from these activities will inform the development of site options and preferred site option resulting from the rezoning process, along with feedback received from the broader community.



## 1.1.PROJECT BACKGROUND

Project partners (Britannia Community Services Society, City of Vancouver, Vancouver Park Board, Vancouver Public Library and Vancouver School Board) are working together to renew and revitalize the Britannia Community Services Centre (BCSC) and the 18-acre site it sits on. The Britannia Renewal Master Plan was unanimously approved by Council in July 2018 with support from the project partners. An in-depth community consultation process was undertaken in the first phase where public engagement activities were designed to develop the values and principles that should guide the Britannia Renewal.

See the detailed report of what we heard in this phase and the resulting Master Plan here: <https://shapeyourcity.ca/britannia-renewal>.

The BCSC Board of Management was supportive of the Master Plan as developed with the expectation of continued dialogue on:

- Site organization and interconnection
- Maximizing greenspace
- Preserving view corridors
- Project phasing
- Non-profit office hub
- Non-market housing
- The role of the Society moving forward.

You can find a detailed response to the Master Plan from the BCSC Board of Management [here](#).

We are now starting the process to submit a rezoning application for the site, which will be informed by community engagement. This community-guided project will result in a plan for the evolution of the site and its facilities for the next 30 years.

Rezoning changes how a property can be used or developed. A rezoning application is required to allow the heights, densities and uses indicated in the Master Plan.

During this phase of engagement, the project partners will work with the community to develop an application to rezone the Britannia Site. This process will include the development of options to be shared with the community and result in the formal rezoning application. Find more information about the rezoning process [here](#).

The feedback heard through this phase will help the project team:

- develop design guidelines for the qualities and characteristics of buildings and the site
- plan key access points
- decide on the placement of buildings and relationship between spaces
- plan outdoor spaces
- set general height and shape of buildings
- plan for how non-market housing integrates with other uses on site



*Photo credit: Sky Spirit Studio + Consulting*



## METHODOLOGY

### 2.1 STREAMS OF ENGAGEMENT

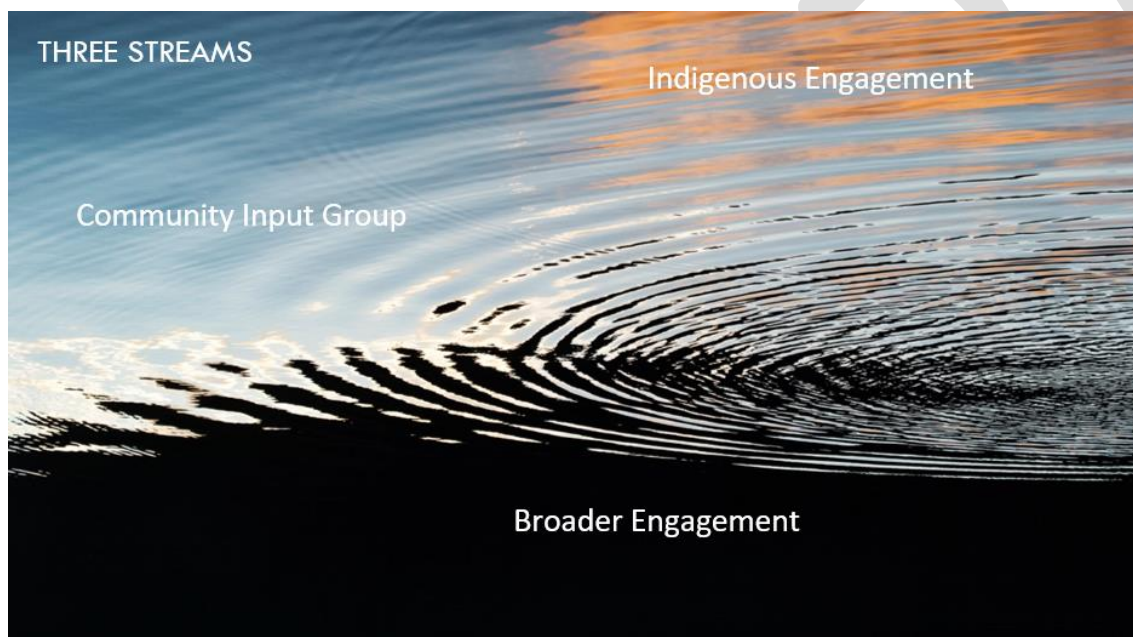
The rezoning engagement process has been delivered through three integrated engagement streams:

**Broad community engagement activities:** to provide a variety of opportunities for a diversity of community members to give feedback on the rezoning process.

**A community input group:** to provide groups that may otherwise be underrepresented by typical engagement processes with an opportunity to provide feedback for the Britannia rezoning in a safe and supported environment. This stream of engagement is led by Vantage Point.

**Indigenous engagement:** a stream of engagement led by Sky Spirit Studio that centers the xʷməθkʷəyəm (Musqueam), Skwxwú7mesh (Squamish), and səliłwətał (Tsleil-Waututh) as hosts of this process and builds an engagement program that reaches the large and diverse Urban Indigenous community in Grandview Woodlands.

These streams run throughout all stages of the rezoning engagement process. Feedback from each stream is summarized and relayed to the design team throughout the process to be incorporated into the site development options and the preferred site option.



*Stream photo sourced by: Sky Spirit Studio + Consulting*

## 2.2 PHASES OF ENGAGEMENT

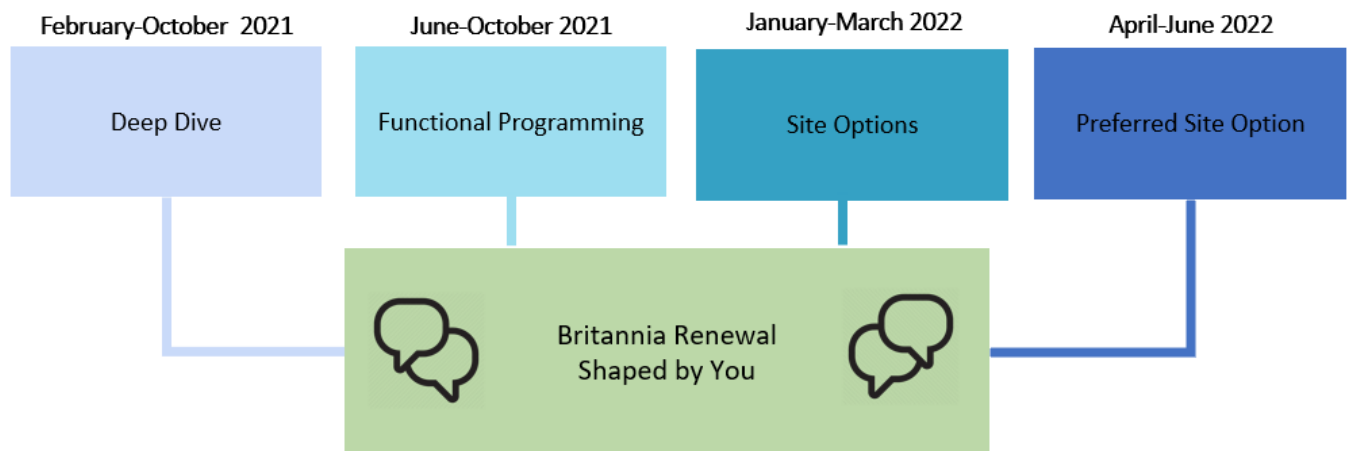
The rezoning engagement process has been developed with input from project Partners and consists of four stages of engagement activities.

We are currently in the Deep Dive stage of rezoning engagement, where the focus is exploring key issues after the Master Planning phase. Soon we will begin targeted engagement on functional programming where we will explore how much space is needed for specific programs and potential interim and flexible spaces that could be provided for new uses or temporary additional space for existing uses.

What we learn during the Deep Dive and Functional Programming stages will help the project team develop site options. At that step of the engagement process, participants will get a chance to look at models or diagrams representing different concepts for how the site could be organized and will have an opportunity to review and provide feedback on those options.

Finally, there will be an opportunity to review and provide feedback on a preferred site option in the last phase.

This engagement summary report summarizes what we heard during the first half of the Deep Dive stage up to June 2021.





## 2.3 OBJECTIVES AND PRINCIPLES

### Objectives

The objectives of the engagement process are described below by stage:

STAGE	OBJECTIVES
<b>Deep Dive: Community Spaces (Feb-October 2021)</b>	<ul style="list-style-type: none"> <li>● Build relationships with organizations we would like to engage with</li> <li>● Inform and educate community members on the project history and what we've learned from previous Britannia engagement</li> <li>● Increase understanding of the diversity of interests and needs of various community members</li> <li>● Understand community concerns and aspirations related to the renewal process, specifically related to opportunities identified in the master planning phase</li> </ul>
<b>Functional Programming (July-October 2021)</b>	<ul style="list-style-type: none"> <li>● Understand user group specific programming needs</li> </ul>
<b>Site Options (Jan-Mar 2022)</b>	<ul style="list-style-type: none"> <li>● Demonstrate how feedback from the Deep Dive phase influenced the site options</li> <li>● Understand community perspectives and preferences for the Site Options</li> </ul>
<b>Preferred Site Option (Apr-Jun 2022)</b>	<ul style="list-style-type: none"> <li>● Inform how input from engagement influenced preferred site option</li> <li>● Gather feedback and considerations for preferred site option</li> </ul>

The information shared during Deep Dive and Functional programming will help guide the development of site options between November and December 2021

Feedback on the site options will guide the development of a preferred site option between March and April 2022

The input received during preferred site option engagement will inform the finalization of the preferred site option to be included in the formal rezoning application.

Between July 2023 and September 2023, this application will be reviewed by staff and input from the public and citizen-led advisory committees, resulting in a report to Council. City Council decides on all rezoning applications with public input through the public hearing process.

## Principles

The following principles have guided how we plan, communicate, and implement our engagement process.

- **Reconciliation-** Reconciliation is a key value of the project. Centering x<sup>w</sup>məθk<sup>w</sup>əyəm (Musqueam), Skwxwú7mesh (Squamish), and səliwətał (Tsleil-Waututh) (MST) as hosts of this process and building an engagement program that reaches the large and diverse urban Indigenous community in Grandview Woodlands.
- **Inclusion and Equity:** An important part of the engagement process is intentionally making space for those previously underrepresented to date and focusing our efforts on those needing support to participate and who are most impacted by changes at Britannia. In light of COVID and the need to deliver parts of our engagement virtually, this principle also means we pay attention to how we are bridging the digital divide through our engagement design.

*The values of Reconciliation, Inclusion and Equity are reflected in the structure of the three streams of engagement and are cross-cutting values that inform our overall approach to the engagement strategy.*

- **Relationship-based:** Our work builds on the past and ongoing work of building strong relationships between community and Project Partners. Existing relationships are significant assets to this process and our intent is to strengthen those relationships through our engagement work. This means acting with compassion and good faith to develop and build on mutual understanding and trust. We also aim to ensure that safe spaces are created for everyone, specifically community groups that may have been previously marginalized or do not typically participate in a municipal process to discuss potentially divisive topics such as housing.
- **Continuity:** It is important to build on engagement to date, recognizing that this conversation has been happening for a long time and acknowledging the rich history of the site. We will communicate the community directions learned from past engagement phases and how previous input will guide the Rezoning process. This includes following up on previously identified priorities, including hosting more in-depth community conversations about housing and on-site community spaces.
- **Community Investment:** The process will respectfully engage existing and emerging leaders in the community and when possible, invest in the capacity of existing peer networks and community groups to self-advocate. This also includes financial investment by prioritising ways to support local businesses in the neighbourhood through the engagement process.

- **Capacity Building:** To develop sustainable pathways for all streams of engagement, we will work with existing organizations to deliver engagement and support the facilitation and coordination skill-building of emerging community leaders. Through our engagement design we will find opportunities to build community capacity to conduct meaningful engagement moving forward.
- **Transparency:** Ultimately, transparency means being clear on the scope of engagement, reflecting back what has been heard and helping make connections between engagement and decision-making. We will highlight opportunities where the Rezoning Process can be flexible to meet the needs of stakeholders and where there is limited opportunity for influence. We will ensure that project phases, timelines, connections and decisions are well communicated and that information collected is shared and communicated.
- **Coordination:** We will manage engagement fatigue by coordinating with other on-going initiatives (i.e., Vancouver Plan, Broadway Plan, RayCam Renew). This means taking a “less is more” approach with a focus on maximizing fewer engagement events. In part, this can be accomplished by ensuring that broad engagement activities are in coordination with already established, community-held events (i.e. Stone Soup festival, Grandview-Woodland’s Car-Free Day, farmers market etc.). This can also be achieved by providing information and topic discussion prompts to groups that are already regularly meeting.
- **Institutional Learning:** It will be important to record feedback and incorporate learnings into ongoing engagement throughout the project. We will ensure that information heard through engagement, which is not relevant to the Rezoning Process, is recorded and used in future phases of the Britannia Renewal project or other projects as appropriate.
- **Mutual Learning:** Specific engagement activities will allow participants with differing views to participate in meaningful dialogue, leading to an exchange of ideas and increased understanding of the needs and lived experiences of other users.
- **Compassion, Health and Wellbeing:** Our engagement efforts center on the needs of our participants and we will work with organizations to identify how our engagement activities can help support the health and wellbeing needs of participants during this time whether that be food, childcare, translation, accessibility supports or peer facilitators. We will keep the health and wellbeing of participants central to our engagement design to ensure staff and the public are safe and have the supports needed to participate in in-person engagement and that

workshop group agreements maintain comfortable environments for in person and online engagement.

- **Adaptability:** We will work creatively and adapt approaches to meet the needs of the diversity of the community. This entails co-designing our engagement events and agendas with the community groups we hope to include and ensuring activities can adapt to our evolving public health context. We will build agility and inclusivity into the engagement process to prioritise what works best for each group. Each phase of engagement includes a project debrief with the project team to reflect on lessons learned and discuss adaptations needed for future phases of engagement.

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## 2.4 OVERVIEW OF COMMUNICATION ACTIVITIES

We undertook the following communications activities to spread the word about the engagement process:

### Social media

Posts leading up to each public event were shared on Facebook, Twitter, Instagram and LinkedIn. The Project Partners were all asked to re-share these posts to their audiences as well. Analytics show us that the most traffic received on the project website was after Britannia re-shared the City's social media posts.

### Email invitations

Email project updates and invitations were drafted by the City and the Project Partners. Other non-profit organizations were asked to share this information via email to their networks. For example, Vancouver School Board was expected to share with their staff, students and families and Britannia was expected to share with their membership.

### Promotional Material

Poster and flyers were created by the City with input from the Project Partners. Partners were expected to distribute print information to their networks. Britannia Community Services Society led wider community outreach. This included flyers on how to access a computer or WiFi at Britannia Library to ensure everyone had an opportunity to participate digitally due to COVID-19 restrictions on in-person gatherings.



*Digital and printed flyers were distributed online and posted around the Britannia site to promote engagement activities.*

## 2.5 OVERVIEW OF ENGAGEMENT ACTIVITIES

Engagement activities in this phase involved a combination of focused engagement activities (targeted to specific groups/organizations) and public activities (open to anyone). Given the public health context during the engagement period, these engagement activities occurred primarily in virtual environments (Zoom meetings, phone calls).

### Pre-Interviews

We conducted pre-interviews with Britannia community members to better understand the project history and lessons learned from past Britannia engagement, explore barriers and opportunities for engagement during COVID-19, and activate potential networks. These interviews informed the Britannia Renewal Engagement Strategy, which outlines how we will engage the public and stakeholders through the four stages.

A total of 14 pre-interviews were completed with individuals representing the following organizations:

- Vancouver Public Library (Britannia Branch)
- Britannia Anti-racism and Anti-oppression Working Group
- Vancouver School Board Community School Team
- Britannia Community Services Centre Board of Management
- Britannia Youth Committee
- Eastside Family Place
- Grandview Woodlands Food Connection
- Vancouver Native Housing Society
- Britannia Volunteer Committee
- Britannia Childcare
- Britannia Community Services Centre: On-site Staff
- Britannia Seniors, Elders, and Advocates Committee
- Kettle Society
- Britannia Elementary Parents Advisory Council

### Listening Sessions

Listening sessions are guided discussions intended to help community groups with connections to Britannia provide feedback on the Renewal, including their vision for future outdoor spaces, the connections between buildings, indoor and outdoor spaces, and non-market housing.

We facilitated a total of 11 listening sessions, engaging over 100 people through dialogue-based workshops. The project team co-designed these sessions with representatives and leaders of groups with demographic populations that matched the following criteria:



- High level of need for additional supports
- Previously have been underrepresented in the Britannia Renewal Process
- High level of impact from changes at Britannia

We worked with community contacts to ensure that the format and location of these conversations were culturally safe and appropriate, and supports were provided to ensure safe and full participation.

Participating organizations included:

- Britannia Seniors, Elders and Advocates Committee/Quirke and Britannia Adult 55+ Program
- Grandview-Woodland Area Council (GWAC)
- Britannia Secondary School Boys Basketball Program
- Girls Who Leap- Senior Girls
- Britannia Elementary School Parents Advisory Council
- Britannia Youth Committee
- Britannia Child Care Families (2 sessions)
- Girls Who Leap- Junior Girls
- Vancouver Native Housing Society Residents
- Co-Here Housing Community

### Focused Workshops

The Britannia Housing Workshop and the Britannia Programming Workshop were focused conversations to explore how non-market housing and programming may be best integrated on the site throughout the Renewal. These workshops were planned for community organizations involved with non-market housing delivery and/or advocacy and organizations involved with programming at Britannia.

### Virtual Open House

The Virtual Open House, open from March 9<sup>th</sup> to April 16<sup>th</sup>, provided a way for community members to learn more about the project and rezoning process through informational videos, provide feedback on what they like about the current Britannia site through a digital reflective mapping exercise, and share opinions on key topic areas (i.e., indoor spaces, outdoor spaces, programming needs, non-market housing) through the online survey.

Indigenous Engagement led by Sky Spirit Studio + Consulting

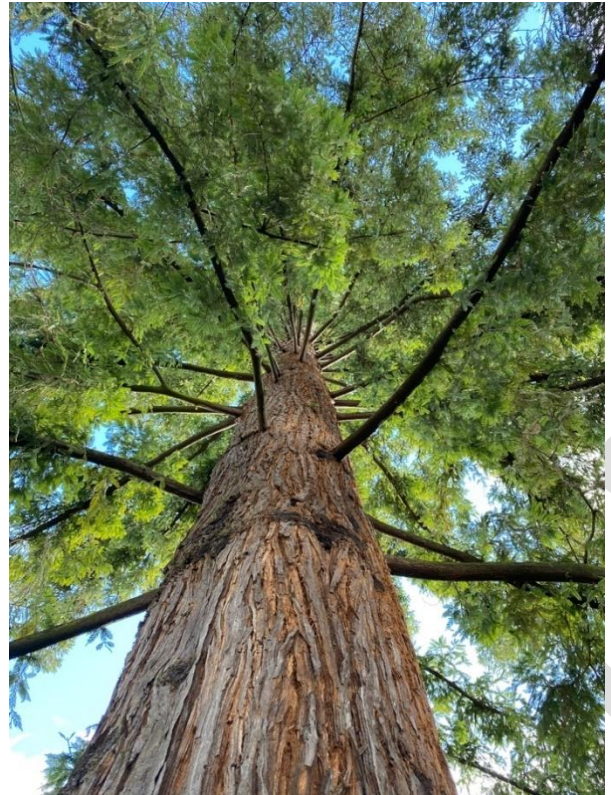


Photo Credit: Sky Spirit Studio + Consulting

*"I hope in my lifetime we can witness the healing of our lands and waters...We need that space to do the work. The work is weaving, the work is nurturing our young ones, mentoring them and teaching them and planting those seeds about our ways of being...we need those spaces that can accommodate that mentorship and that growth."*

**- Ocean Hyland, Shkwen, Tsleil-Waututh**

Sky Spirit Studio + Consulting started the Engagement process with a Ceremonial blessing on February 26<sup>th</sup>, 21 with Cultural Knowledge Keeper and Elder Eugene Harry from the Skwxw7mesh uxwumixw (Squamish Nation) Sky Spirit also held Conversation Listening Hubs with youth, Elders, and community members to lead their own engagement. They supported sessions with an Elders Advisory Group, facilitated by Annie Danilko, and supported the development of a Youth Peer Leadership Group, facilitated by Mitra Tshan, to create a [video](#) from their own experiences on the site.

Sky Spirit mentored the youth in Visual Spatial and Story of Place approaches to the site, using base maps and architectural materials, and a drone to obtain high level site footage for the video. These youth attended Britannia Secondary and regularly use the facilities on

site. The youth also reached out to their peers for feedback. Sky Spirit supported a former Outreach graduate who reached out to Outreach students. They also supported Bryant Doradea to work with at risk youth to obtain their input. They also conducted a survey with 13 questions that was sent out to Indigenous communities for those who only felt comfortable sharing online.

Sky Spirit focused on decolonized methodologies of capacity building in conversation pods where “we pass the talking stick to youth and community members to lead their own engagements with support from our team.”

A total of approximately 50 to 75 Indigenous persons were engaged, between the direct engagement of at-risk youth, and the Youth Peer Leadership Group, as well as the Elder’s Advisory Committee and the survey which was sent to Outreach and Britannia Secondary.

### Community Input Interviews

Vantage Point facilitated a series of both one to one and small group interviews to better understand community needs, particularly from those who may be seldom heard in typical engagement processes or whose lived experiences are important to consider in the design process. Community Input Group's experiences included those living with disabilities, people of colour, members of the LGBTQ2+ community, seniors, immigrants, and those living on a fixed Income.

### Community Conversations: What We’re Hearing

The Community Conversations: What We’re Hearing event was held on June 1<sup>st</sup> to provide an opportunity for the community and members of the public to learn about the Britannia Renewal process, listen to different perspectives on the project, and share their thoughts on the future of Britannia.

This virtual and multimedia event featured background information from the project team on what has been done to date as well as presentations from Britannia organizations on diverse perspectives of the renewal, including presentations from the Indigenous and Community Input Group streams of engagement. There were also small group discussions to hear community feedback on project topic areas and key takeaways from the presentations.

### Community Conversations: Non-Market Housing

We hosted three virtual events on non-market housing on June 19th, June 22nd and June 24th. These events included presentations on non-market housing and an opportunity to discuss concerns and opportunities related to non-market housing.

### Participation

The following table summarizes participation numbers by engagement activity.

Engagement Activity	Date	Participation
<b>Pre-Interviews</b>	November- December 2020	14 interviews
<b>Listening Sessions</b>	February- March 2021	11 sessions, 102 participants
<b>Housing Workshop</b>	Feb 26 <sup>th</sup> 2021	22 participants
<b>Programming Workshop</b>	Mar 2 <sup>nd</sup> , 2021	43 participants
<b>Indigenous Engagement Stream</b>	March-April, 2021	50-75 participants
<b>Virtual Open House</b>	March 9th - April 16th, 2021	295 respondents
<b>Community Conversations: What We're Hearing Event</b>	June 1 <sup>st</sup> , 2021	80 participants 2,700 visits to live event or recording
<b>Community Conversations: Non-Market Housing</b>	June 19th, 2021 June 22nd, 2021 June 24th, 2021	29 participants

## WHO PARTICIPATED

It is important for project partners to hear from Britannia community members from all walks of life. For our online survey, respondents had the option of sharing basic demographic information to give us a sense of who we were hearing from. The following is a summary of the demographics represented by the online survey. We did not collect demographic data from workshop participants. See **Appendix A** for a more detailed breakdown of the **295 participants who completed the online survey**.

- **Relationship to Britannia:** Many survey participants (39%) live in the surrounding neighbourhood to Britannia.
- **Past Engagement:** Survey participants who took the only survey were closely split between those who had not participated previous Britannia engagement (42%) and those who have participated (39%) in the past.
- **Age:** The majority of survey participants (93%) fell between 30 to 75 years of age, with the most common age range being 40-45 years old (17%).
- **Gender Identity:** Survey participants who identify as women made up the majority of those who took the online survey (52%).
- **Area of Residence:** Most of the postal codes provided by survey participants were from the Grandview-Woodland neighbourhood (68%).
- **Housing Type:** Single detached house was the most common housing type of survey participants (39%). Apartment or condo was the next most common type (35%).
- **Housing Tenure:** Most survey participants own their place of residence (55%), compared to 35% who rent.
- **Housing Composition:** The most common living situation of survey participants was living with their family, including children (39%) or with a partner (35%).
- **Children:** The majority of survey participants live without children under 18 years old in their household (52%).
- **Household income:** The most common income range of the survey participants was between \$100,000 and \$150,000 (19.5%), followed closely by those who earn \$150,000 and above (18.8%).



- **Ethnic Origin:** Survey participants could pick up to 2 choices to describe their main ethnic origin or that of their ancestors (grandparents or older). 80% of the responses to this question identified as being of European (45%) or Canadian (35%) ethnic origin. About 2% of responses identified First Nations or Indigenous ethnic origin.
- **Promotion:** "Talk Vancouver and email invitation" was the way most survey participants found out about the survey (69%).
- **Engagement Experience:** The majority of survey participants (82% and above) somewhat or strongly agreed with statements related to the appropriateness of questions asked on the survey, the type of information provided, enough opportunity to share views, and likeliness to take the survey again.

It is worth noting that of the 295 survey participants, approximately 55% were homeowners, 38% had an income over \$100,00 a year and the majority identified as being of settler European or Canadian descent. These results are a reminder that standard online engagement processes tend to overrepresent affluent settler Canadians of European backgrounds. Moving forward we will continue focusing our engagement strategies through all streams to prioritize the voices of groups who do not typically engage in standard engagement processes. In our engagement efforts to date, a decolonized Indigenous engagement process has proven to be invaluable to ensure that Indigenous voices are heard and respected.



## RESULTS BY TOPIC

The following results by topic reflect what we have been hearing **through all engagement activities and engagement streams.**

### 3.1 VISION AND VALUES

Participants in the online survey were asked if anything has changed regarding the following vision and key values since they were adopted in the Master Plan in 2018.

*The **Vision** for Britannia Renewal is to create a welcoming and inclusive community place for reconciliation, social connection and development, learning, cultural exploration and expression, play, and recreation - enhancing the life and well-being of all.*

*Key **values** identified throughout the Vision for Britannia's Renewal are as follows:*

*\*Take action on reconciliation*

*\*Be accessible, welcoming, and safe for all*

*\*Honour history and culture*

*\*Support well-being and growth of the individual and community*

*\*Prioritize sharing and caring*

*\*Optimize resilience and sustainability*

See the [Master Plan](#) for more details on each project value and principle.

Participants discussed the following key themes in response to the question, "*Is there anything missing from the vision and values or has anything changed since 2018?*"

#### **General Support**

Most responses indicated general support for the current vision and values statements and did not think anything should be changed.

#### **Prioritize Reconciliation**

There is a sense of urgency around Reconciliation and the need to make a meaningful effort to support the Indigenous community and include them in all decisions made about the Renewal. Participants voiced a need for the Indigenous community, voices, artists, practices, and people

to be authentically engaged, centred, and visible in both processes and final design. Some felt like this value should be prioritised above the rest, while others felt that all values are important to address equally.

### **Focus on Childcare**

Some participants expressed a need for more focus on children and families in the vision and values, ensuring that adequate childcare space and services for families and youth will be incorporated into the site design and that childcare remain open and accessible throughout the Renewal with temporary accommodations if needed.

### **Emphasis on Accessibility**

It is important to emphasize accessibility as part of the values as participants expressed it takes on multiple meanings. Considerations included mobility access around the site, physical access to green space and comfortable space for seniors and youth, and financial access to ensure the Renewal is designed to prioritize a welcoming, accessible space that is in service to those who currently use the site.

### **Concern for Safety**

There were issues of safety raised by participants, particularly around safe spaces for students and youth to get to school, gather and play. This was seen as being a key need to address in the Renewal.

### **Community Cohesion**

COVID-19 has increased barriers to accessing community spaces and programming and the need for gathering space has only increased. Participants felt that bringing people together to support the well-being and growth of both the individual and community should be a priority. One way to ensure safety for those in community is through intentionally creating opportunities to build neighbour and community member connections and relationships.

### **Honouring History and Culture**

The Renewal should reflect the diversity of the Britannia community and the histories of different populations, particularly with low-income groups and people of colour.

### **Expanding Inclusion**

Inclusion, diversity, and equity are important to emphasize in Britannia values. Participants commented on the need to give more prominence and attention to anti-racism and equity initiatives throughout the project and site operation.

### **Affordability**

Participants voiced a need for affordable housing and affordable food sources at Britannia to better support the community. This also relates to affordable commercial rents on or around the site so local independent shops or restaurants are not priced out of the neighbourhood. Some stressed the necessity of housing given the housing crisis and the need for housing to be authentically affordable from a truly equitable and decolonized approach. There were also

comments opposing the idea of housing on the site (for a more detailed analysis on feedback on non-market housing see section 3.5).

## 3.2 SITE INTEGRATION

A key planning principle is to improve access and navigation on the site, open up what you can see from the site, improve site safety, and improve circulation and visibility to and through the site. The following feedback relates to how participants feel entering and moving around the site, and qualities of spaces inside and outside of buildings that make people feel welcome and safe. The information gathered will help inform:

- Design guidelines for the qualities and characteristics of buildings and the site
- Key access points
- Decide on the placement of buildings and relationships between spaces
- Set general height and shape of buildings

### Entering the Site

Participants of the online survey were asked to imagine a future Britannia and pick up to three key words to describe how they feel as they enter the renewed site from the surrounding neighbourhood (from the Napier Greenway, Grandview Park, or other surrounding streets including Venables and Commercial Drive). Figure 1 shows the level of support for each attribute with “Safe”, “Welcomed” and “Connected” as the three words selected most.

Total # of responses: 770

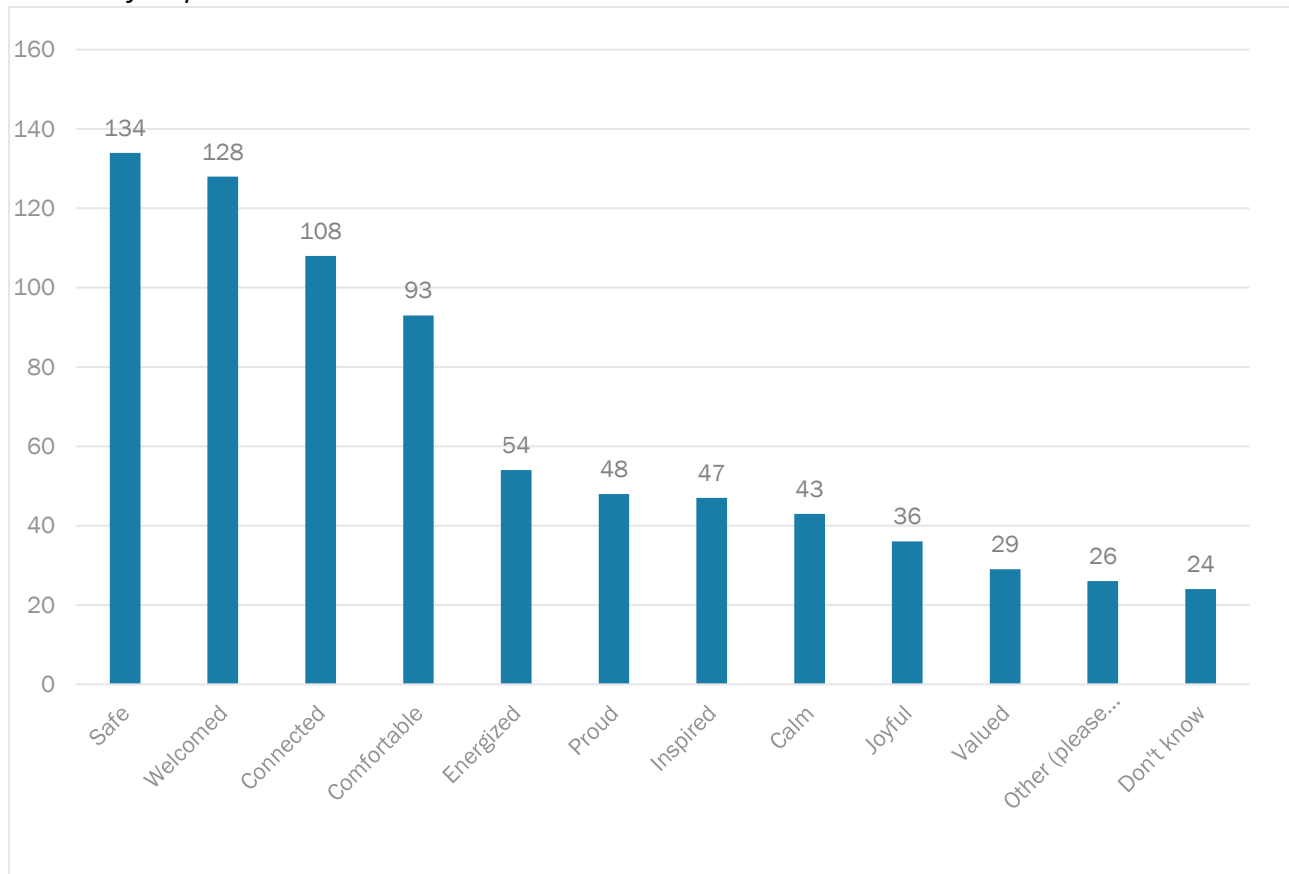


Figure 1: Words selected by survey respondents to describe how they would like to feel entering the renewed site

Those who selected “Other”, suggested descriptions such as:

- Safe and accessible (some commented on the lack of current safety on the site)
- Included and represented
- Playful
- Well directed (some commented on the current feeling of being lost or disconnected)
- Easy to navigate, clear signage
- Village like feel

## Indoor Spaces

Participants were then asked to select three words to describe how they feel as they walk inside and through the new buildings on the future Britannia site. Figure 2 shows the level of support for each attribute with “Welcomed”, “Connected” and “Comfortable” as being the top three most selected.

*Total # of responses: 726*

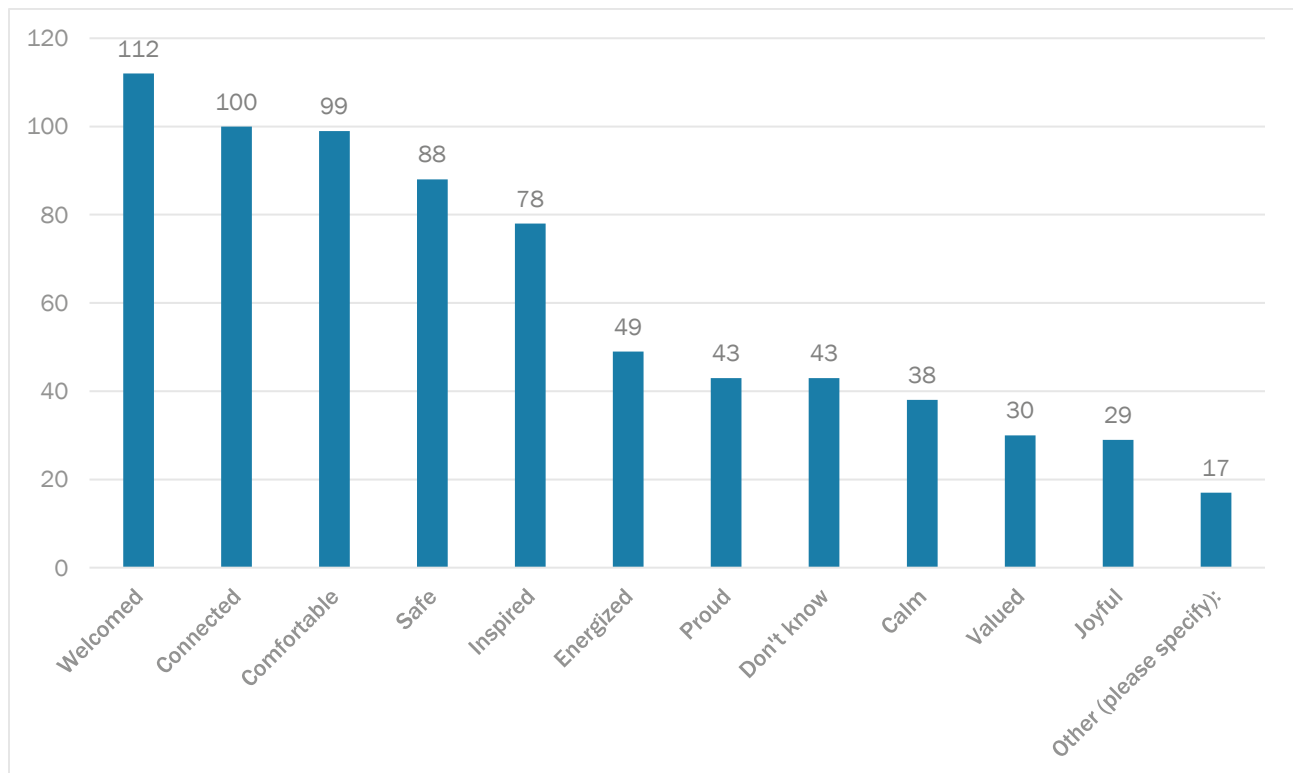


Figure 2: Words selected by survey respondents to describe how they would like to feel walking Inside and through the renewed site

Those who selected “Other”, suggested descriptions such as:

- Belonging
- Organised
- Engaged
- Easy to navigate
- Accessible

Some expressed concern for lack of safety, financial burden to taxpayers, and lack of senior supports.

## Welcoming and Safe Buildings

Participants of the online survey were asked to choose three qualities of spaces inside and outside of the new buildings make them feel welcome and safe. Figure 3 indicates that “Natural”, “Bright” and “Accessible” are the top three qualities that contribute to this feeling.

*Total # of responses: 782*

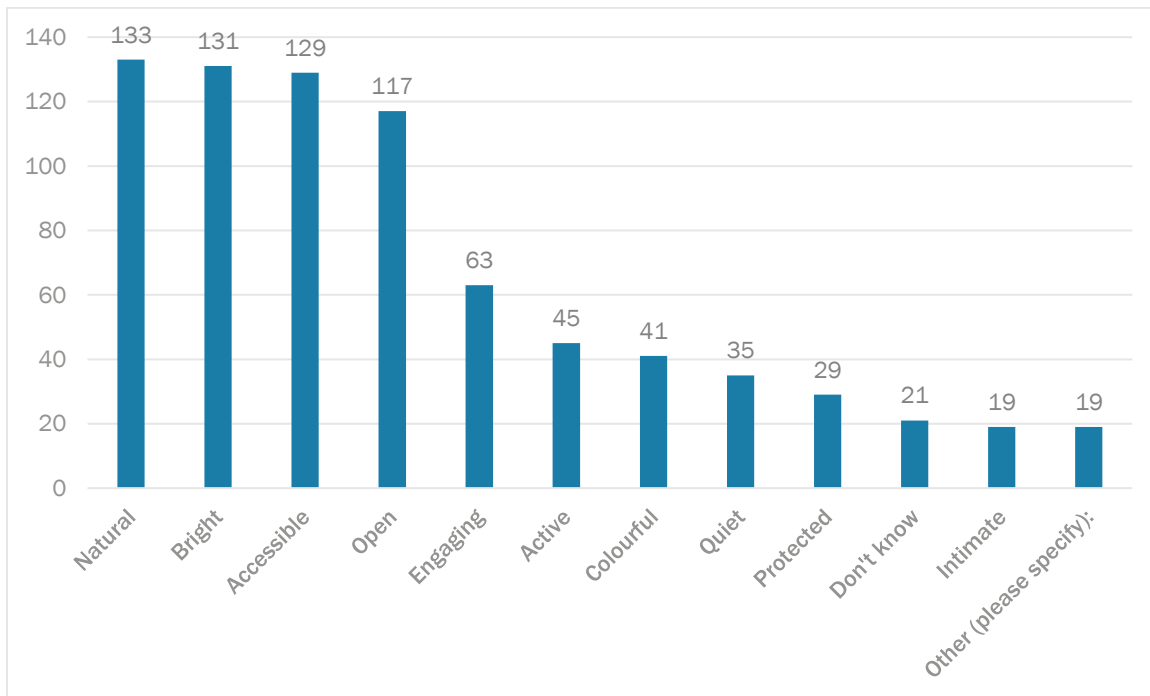


Figure 3: Words selected by survey respondents to describe the quality of spaces that make them feel welcome and safe

“Other” qualities included:

- Well-maintained
- Friendly
- Creative
- Beautiful
- Light

Some expressed uncertainty around the qualities of space and concern that the site will be unsafe, noisy, and unwelcome.



### Site Integration Key Themes

The following key themes were summarized from feedback on future buildings and site integration received through all engagement activities conducted during this phase.

#### **Accessible & Open**

The site should be open, airy, easy to find your way around. Navigation and clear signage were important considerations. Participants noted the need for accessible hallways and entrances, as well as pathways that can accommodate strollers, wheelchairs, bikes, etc. This includes adequate parking nearby building entrances and access to the ground level, especially for seniors and those with mobility disabilities. Specific building features included simple designs in the form of beams, skylights and more natural light, ample sitting areas, and counters for people to gather around.

#### **Community Connections**

This relates to Britannia's strong sense of community, belonging and care for each other. There should continue to be opportunities to connect with different neighbours, multi-generations, and a diversity of backgrounds. This also includes other ways of connecting to the space, without having to take part in programming. In the site design, this could mean more seating and event spaces to bring people together. Participants also suggested the inclusion of commercial spaces (i.e., coffee shop, stores, etc.) as way to attract more people into the site so they may learn about the other programming that they can participate in at Britannia.

*"Britannia is now and should remain the central hub for our community. While the vast majority of space in Grandview-Woodland is private and commercial, this should represent our public space and public aspirations."*

#### **Safety**

It is important that people feel safe walking around buildings and through them alone at all times of the day. Safety around schools and childcare spaces was noted as a current issue. Better lighting around the site was suggested, particularly at night, as well as better sight lines between and around buildings. This includes secure and dedicated play spaces for children and the inclusion of one primary way to enter or exit the site. There were also comments on the need for both physical and social safety for all genders, ages, ethnicities, etc. on the site. Some participants spoke about safety in familiarity. A place feels safe to people when they know who they are going to see, how to navigate their surroundings, and feel a sense of belonging.

#### **Comfortable**

Buildings should be cozy and welcoming, including places of leisure and spaces that are not overwhelming or overstimulated. Participants want to feel calm and relaxed walking around the site and through spaces. This also relates to building height and keeping development human-scaled without any barriers to moving around the site.

*“The existing buildings at Britannia have a human-scale and the buildings don't feel like they're over dominant, towering over people. This human-scale makes it very comfortable to walk through the site, putting people at the centre of the design, instead of buildings.”*



*In a sensory mapping exercise, participants of the Girls Who LEAP Listening Sessions indicated places on the existing site where they feel comfortable/uncomfortable (red dots), notice the smells (green dots), hear sounds (yellow dots), and appreciate the views (blue dots). The map shows that participants felt most comfortable around the grass field, Britannia Secondary School, the gyms, and ice rink.*



## Indigenous Presence

Participants from the Indigenous Peer Leadership group highlighted the opportunity for more BIPOC art and visibility on the site to represent the diversity of cultures that make up the Britannia community. They identified opportunities to make the diversity of Indigenous Britannia community members feel at home, by seeing Indigenous perspectives being reflected on site and in particular modern Indigenous art and media (Indigenous Futurism) and Indigenous signage with Hənqəminəm and Skwxwú7mesh snichim language including pronunciation guides. For more details on input from the Indigenous Peer Leadership group check out their full video at: [Britannia Renewal | Shape Your City Vancouver](#).



*"The physical structure and materials could reflect the environment and First Nations philosophies and architecture. Beautiful art everywhere. Places designed to house, host and promote First Nations celebrations and ceremonies"*  
(Indigenous Engagement Stream Participant)

*"UBC has many Indigenized spaces, and street signs in the two MST Host languages, and in other Urban Indigenous languages as well. These would be great to have at Britannia, it would make you think where you are in a certain space. The Urban Youth are just learning to connect with culture...and this would be a way of continuing to welcome and celebrate other Indigenous cultures"* (Youth Indigenous Engagement Participant)



Photo credit: Sky Spirit Studio + Consulting

### **Creativity & Inspiration**

The Renewal of Britannia should be an opportunity for local community members to contribute art or showcase their work inside of buildings and throughout the site. Participants commented on the desire to feel inspired and proud of their neighbourhood and community through creative displays including murals, musical performance space, pop up markets and festivals like the existing Stone Soup Festival.

*"Incorporate art where the students are....artwork in the gyms and hallways leading up to the bleachers, in the Ice rink, pool art could be waves and sounds, the cafeteria wall, the entrance by the library to Gym D...benches painted in different languages to welcome everyone"*  
(Youth Indigenous Engagement Participant)



Photo credit: Sky Spirit Studio + Consulting

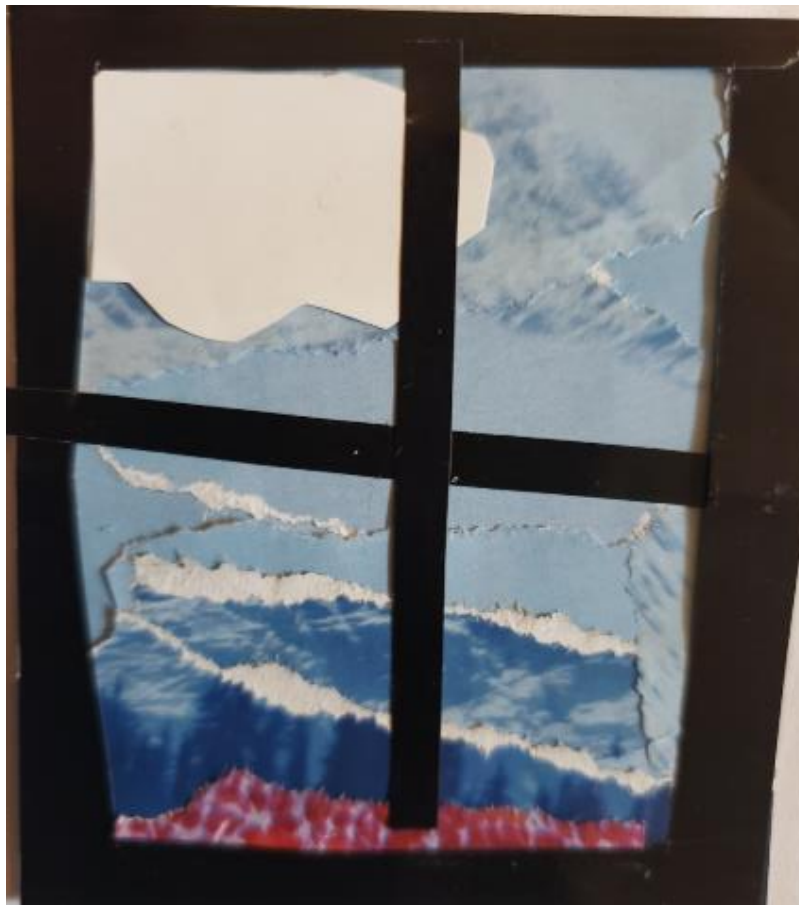
### **Inclusive**

Britannia should be made up of spaces where everyone is welcomed and accepted. It should be a place where all identities see themselves positively represented and where the BIPOC community members are at the centre of belonging. This included the representation of the Indigenous community through design, materials, carvings, etc. Participants also commented on the importance of including all age groups, accommodating the needs of seniors and Elders in particular. There were some comments on being financially inclusive, through the provision of affordable housing, affordable and accessible food, and any potential commercial uses on the site.



### Natural & Green

This refers to natural greenery and plants both inside of buildings and around them. Participants want to feel a connection to nature through ample natural light and views of trees, mountains and green space surrounding the buildings. Some also commented on the need to incorporate sustainable design features into new development so that buildings are energy efficient.



*Collages from the Girls Who LEAP Listening Sessions illustrated what participants hoped for in the new Britannia site. Many spoke to the importance of maintaining natural views from buildings on the site.*

**Active Use and Engaging**

Participants expressed a desire to observe the activity at Britannia, allowing opportunities to see people going to and from programming on the site. This openness and ability to see into different spaces of buildings makes people feel engaged, encouraged to participate, and excited to be on the site.

*"I imagine feeling intrigued, by signs of activity, engagement, dynamism in the outdoor and indoor spaces (through the windows, or perhaps through some kinds of outward facing displays) that demonstrated that the space was active, that people were connecting and creating in relationship."*

**Services and Resources**

Easy access to resources and essential services on the site is important to maintain. This includes public access to kitchen space, washrooms, mental health resources for youth, essential needs facilities such as a warming centre, etc. This also includes improved collaboration between the organizations who are in service to the community to ensure the intentional integration of supportive services, community building spaces and activities.

**Well-Maintained**

Spaces inside of buildings and the building exteriors should be well-maintained and clean.

**Flexibility**

Flexible or convertible spaces in buildings were suggested to accommodate changes based on programming. This also relates to the use of spaces at different times of the day or larger spaces in the schools such as the auditorium that could be used after school hours, especially during construction of new buildings.

**Later Engagement**

Some participants highlighted the need for more information or conceptual drawings before commenting on potential buildings or site integration. \*

\*The next phase of engagement, Site Options, will provide more detail and visuals on potential building arrangement for participants to comment on.



### 3.3 OUTDOOR SPACES

Through past engagement, we heard that Britannia users want more opportunities to play throughout the site and gathering spaces of all sizes to host performances, celebrations, and events. We know that the design of outdoor spaces and greenspace should respond to existing needs and be flexible to accommodate additional needs in the future.

The Master Plan speaks to ensuring space for the fields and sports courts, outdoor spray park, large gathering and event spaces and adding significant green space.

The feedback heard in this phase of engagement will help the project team confirm the types of outdoor activities that are important to Britannia users and identify the space requirements and key features that will support them.

#### Outdoor Activities

Participants in the online survey were asked to select the top 5 outdoor activities that they hope to do in outdoor spaces at Britannia in the future. Figure 4 shows “cultural events, festivals and celebration” as the most preferred activity, followed by “casually gathering and hanging out” and “fitness and active living”.

*Total # of responses: 1188*

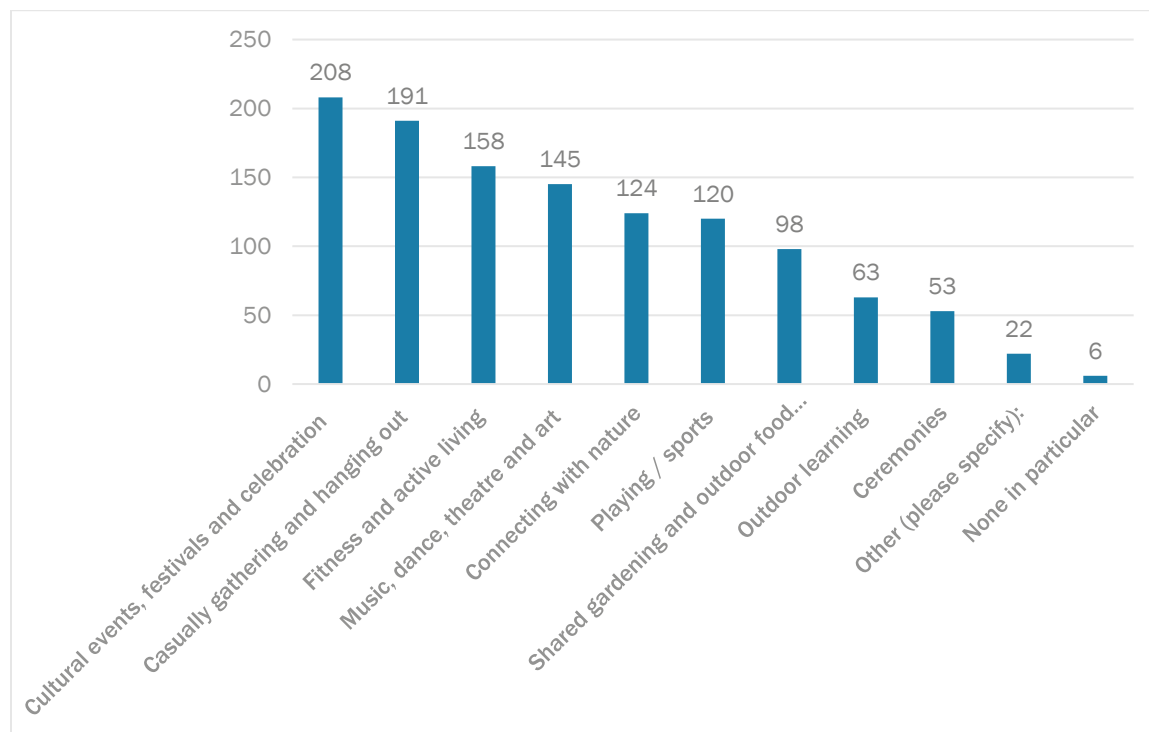


Figure 4: Outdoor activities selected by survey respondents

Those who listed “Other” suggested activities such as:

- Picnics with family
- Children’s activities and protected lay areas
- Outdoor food concession
- Off-leash area for dogs
- Biking through the site
- Skateboarding and rollerblading
- Specific sports such as rugby, soccer, cricket, pickleball

### Types and Features of Outdoor Spaces

The following key themes were summarized from feedback on future outdoor spaces received through all engagement activities conducted during this phase.

#### Natural Space

The most discussed type of outdoor green space was the allocation of natural areas. This includes the need for less paved outdoor space, but more natural elements such as tree canopies, grass, dirt, wildflowers, natural water features, etc. This gives Britannia users the opportunity to connect with nature and preserve parts of the site for wilding purposes (i.e., spaces that are not developed for human use).

Some participants commented on the need to have natural spaces integrated throughout the site rather than in specific areas, in the form of green corridors and tree canopies. These spaces also provide an active learning opportunity for community members to learn about Indigenous planting, local flora and fauna and bird species in the area.

These types of spaces were described as:

- Calm and beautiful
- Healing, in tune with circadian rhythms
- Accommodating to more wildlife habitat and natural sounds (birds, pollinators, water, leaves, etc.)
- Important for children to feel a connection to nature

There was also mention of a need for more quiet, intimate nooks for reading, individual reflection, and solitude which natural spaces may help to provide.



*Collages from the Girls Who LEAP Listening Sessions described the importance of integration of natural elements on site*

### Gathering Areas

It is important that the site provide ample outdoor spaces that are large enough for people to informally gather and where programmed activities can take place. These spaces facilitate people coming together - for youth to safely hang out in after school, for families to picnic in, for Elders to sit and observe the ongoing activities.

Many participants noted the outdoor courtyard as a central part of the current site and hub for activity and movement where connections are made incidentally. It is important to maintain this central “living room” and provide space for more informal activities, such as pop-up markets, food trucks, etc.

Key features of gathering areas include:

- Covered and protected from wind/rain and sun
- Well-lit and well maintained
- Variety of seating:
  - Circular, bench and stair seating, picnic tables
  - Natural seating options (e.g., rocks, logs)
  - Accessible seating that accommodates people with wheelchairs and other mobility aids
  - Seating facing the west towards the sunset
- Inclusion of power/electrical outlets
- Flexible spaces with moveable seating and tables
- Bike racks and bike connections to other areas on the site
- Water fountains
- Amphitheatre or clamshell stage to support outdoor performances

*“To me, the most important issue is connection. This can't happen unless our community feels safe, comfortable, and welcome in the spaces. It is important that Britannia spaces remain culturally appropriate for our lower-income and multi-ethnic neighbours. The spaces should be nice, pleasant to be in, but not fancy. If we become too high end, we lose the ability to really connect.”*



Photo credit: Sky Spirit Studio + Consulting



### Gardens and Food Growing

Participants want dedicated community garden space for individual growing and planting, Britannia programming, community food security and land-based learning opportunities focused on wellness. There was interest in medicine gardens, a smokehouse, Elder-led programming on Indigenous food systems and ways of knowing that could take place in the garden space. This could include medicine plants and traditional berries.

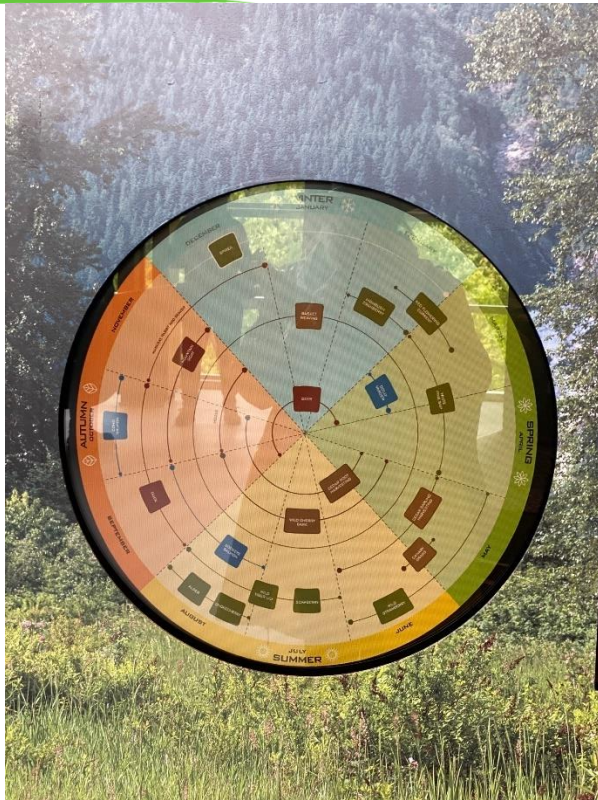


Photo credit: Squamish Lil'wat Cultural Centre

*"I would like to have places to reconnect with culture, places for ceremony and Indigenous gardens with medicine plants and traditional berries, community gardens, and wellness friendly spaces. We need to have spaces that facilitate patience and learning to slow down... be quiet, be still and observe" (Elder's Advisory Session Engagement)*

*"Cedar, foods, herbs, shrubs, which provide medicines, and traditional plants, try to use ancient seeds, teach how to grow and harvest according to seasonal cycles. There will be folks in the community with a lot of knowledge that could provide guidance around traditional plants. Sage, cedar, kinickinick, chugga, sweetgrass are all important. Spaces where the elders and others can teach the uses of each medicine and how to care for it. The students would be taught to love and respect mother earth" (Indigenous Engagement Stream Participant)*





Indigenous Seasonal round for traditional planting  
Photo credit: Squamish Lil'wat Cultural Centre



Photo credit: Sky Spirit Studio + Consulting

It is important that community gardens are inclusive spaces for Britannia that are utilized by many programs promoting food security in the neighbourhood. Participants also expressed a desire for growing native plants and interest in new forms of gardening, such as vertical gardens. However, there was concern that if gardens are on rooftops, there will be limits to accessibility and those spaces won't be shared as easily, thus spaces to grow food at ground level would be important to meet community-based food security needs.



Photo Credit: Sky Spirit Studio + Consulting

*"We need to teach our youth and connect young and old through learning about food safety and passing knowledge down in a community environment."*



Open and grass areas were highlighted as needed spaces for activities, public outdoor courts, and sports fields to provide more secure spaces for youth to play. Participants requested outdoor amenities specifically exercise equipment, tennis courts, jogging track, pickleball courts, soccer field, space for yoga and tai chi, and fitness classes hosted by the Community Centre.

These spaces could be multi-use for sports as well as social events. Some people commented on the need to instill a sense of play throughout the entire site, keeping people engaged as they are moving around. The skatepark was noted as important to maintain as well as comfortable walking paths. There was also interest in creating open space that would allow for an off-leash dog park on the site, or at certain times of the day.



*Collages from the Britannia Boys Basketball Listening Session reflected the need to maintain natural and green space as well as opportunities for active use.*

Many people commented on the need to provide outdoor space for beloved community gatherings and festivals such as Stone Soup Festival, Car Free Days, Parade of Lost Souls, Carnival in the Park. These spaces could also accommodate craft markets, weddings, ceremonies, potlaches, and other large events.

Participants were in favour of a performance stage, bandstand, or amphitheatre space to support theatre, music, dance, and visual arts. Some stated the need for considering noise levels in the evening that may be associated with big events and create potential impacts on nearby residences.



It is important that space is allocated for the Indigenous community to host celebrations, cultural practices, and meetings, expanding on the programming currently offered at the Carving Pavilion. This should also be a place where local resident artists can showcase their work through outdoor art and installations, interpretive signage, or an outdoor art gallery.



*Britannia Carving Pavilion. Photo Credit: Sky Spirit Studio + Consulting*

### **Dedicated Program Space**

There is a need for more dedicated outdoor space and play areas specifically for children in Britannia Childcare. These areas should be protected and closed off from other uses by fences or natural features to ensure children's safety.

### Need for Green Space

Participants in the online survey, Listening Sessions and Workshops commented more generally on the need for additional green space on the Britannia site and in the Grandview-Woodlands neighbourhood.

*“The site needs a huge improvement in green space. Children should have green space to play in and for young families to enjoy. I would love to see a teaching kitchen where elders could teach youth life skills as they enter adulthood” (Indigenous Engagement Stream Participant)*

### COVID-19 Increased Demand

COVID-19 has made people more dependent on outdoor green space and more appreciative of them. This has put an added pressure on existing natural and outdoor spaces and created a need for additional space to accommodate the growing demand.

### Community Needs

There is a stated need for more green space in the neighbourhood as the Grandview Park is heavily used. The Renewal is an opportunity to meet the needs of community members by providing more access to green and open spaces for nearby residents as well as Britannia users. Some also highlighted the increasing population in Grandview-Woodland and felt green space should be increased more than 11% in the Master Plan.

*“Green space at Britannia acts as a yard for many in the neighbourhood”*

### Housing Integration

Some expressed concern that housing may take away from public green space on the site and suggested that there be additional park and green spaces than currently proposed to serve both Britannia users and future residents. There was some comment on the need for dedicated green space for those living in housing on site.

### 3.4 SERVICE NEEDS CONFIRMATION

We know that Britannia users are concerned about maintaining continuity of service throughout the Britannia Renewal.

Service needs identified in the Master Plan include:

- Integrated community service
- Lifelong learning and education
- Social development
- Active living
- Arts and culture

Feedback on service needs helped identify if any service needs have change due to COVID-19 and raised considerations around space allocation and project phasing. The following key themes are summarized based on responses from all engagement activities during this phase.

#### Impacts of COVID

##### **Accessibility**

The renewed Britannia should allow for more opportunity to access the site by vehicle and provide parking nearby building entrances. Other considerations included wider corridors on the site and wheelchair and stroller access to buildings.

##### **Adaptable and Flexible Spaces**

It is important to build flexibility into programming so that it may react to changing circumstance or need. Participants want to ensure that the site can meet both current demands for services and programming as well as anticipated growth of demand. This includes consideration for how spaces on the site can be accessed and utilized during different times of the day (i.e., after school). There is an interest in providing space that can be converted or adapted, but also a recognition that dedicated space is needed for uses such as art, youth, seniors, childcare, etc. rather than multi-purpose flex space.

##### **Equity Considerations**

Through the Renewal, it is essential that spaces remain accessible and welcoming to all users of Britannia (in particular child care and library), with more consideration for communities and groups effected most by COVID-19 or who experience more barriers to accessing the site because of it. (e.g., addressing digital divide). There were suggestions related to ways Britannia can offer more digital services to accommodate remote programs, for example by automating library services.

*“I think that COVID exposed how vulnerable people are to sudden income shocks but has also shown the role that having a strong community network can have in supporting community members. While the needs themselves might not be radically different, the level of priority may have changed (and might continue to change).”*

### **Indoor Design for COVID-19 Safety**

Design features of buildings and spaces should account for COVID-19 safety precautions. This includes larger spaces and proper ventilation, especially in fitness centres. Participants also expressed a need for open and spacious areas such as larger rooms and programming spaces where users may distance themselves (e.g., larger locker rooms that are more spread out).

### **Maintaining Connections and Access to Services**

There is recognition of the important role that community service plays in social and community connection and the need to maintain aspects of that through the pandemic. This also includes maintaining access to important services people may utilize on site (i.e., food security, washrooms, showers, etc.) and access to information on programming and available resources.

### **Outdoor Spaces**

Prioritization of more and larger outdoor spaces for year-round access. This includes weather protected spaces that allow for larger gatherings and celebrations. There is also a need for more natural spaces for relief (i.e., gardens, wilding spaces, etc.) and indoor spaces that could convert into outdoor spaces, such as an outdoor swimming pool. There were mixed opinions on activating the rooftops as public space and concerns that they are not accessible.

## **Programming Needs**

### **Art and Cultural Programming**

Participants expressed the need to support local performers and artists who may have experienced challenges during COVID-19 and suggested bigger rehearsal and performance space to accommodate larger groups. This includes studio spaces indoors, multi-purpose rooms, and larger outdoor spaces where noise is acceptable.

### **Childcare Programming Needs**

The absence of childcare during COVID-19 was a big burden on families. There is a need for more childcare units on the site and dedicated space, including childcare play areas that are safe and protected. Ground level entrances that are accessible to parents during pick-up and drop-off are also important. Participants expressed a desire for combining programming opportunities, particularly between Elders and children, in the future.



### Indigenous Programming

Participants from the Indigenous engagement stream speak to the need for more land-based activities and hands on activities such as public carving, cultural and teaching workshops. They spoke to the need for programming that acknowledges the diversity of Indigenous peoples who have migrated here from other places and allows for the sharing of medicine learning, song, dance, language, local history and stories.



*Carving Pavilion. Photo credit: Sky Spirit Studio + Consulting*

### **Community Building**

Services to support independent living, mental wellness and support for harm reduction services including residential based programming.

### **Food Services**

Addressing food security considering COVID-19 impacts is an important piece of programming. This includes making sure amenities on site still allow for adequate food programming, such as flexible, large kitchen space that is moveable or that has more room for storage.

*“Accessible food services and support especially for families with small children. Particularly a space that you can walk into with a stroller or double stroller or some service that doesn’t require waiting in line for a very long time.”*

### **Office and Storage**

There is a need for more meeting spaces and office spaces for specific programs as well as additional storage. There is concern that adequate storage space will not be provided during through the phased development.

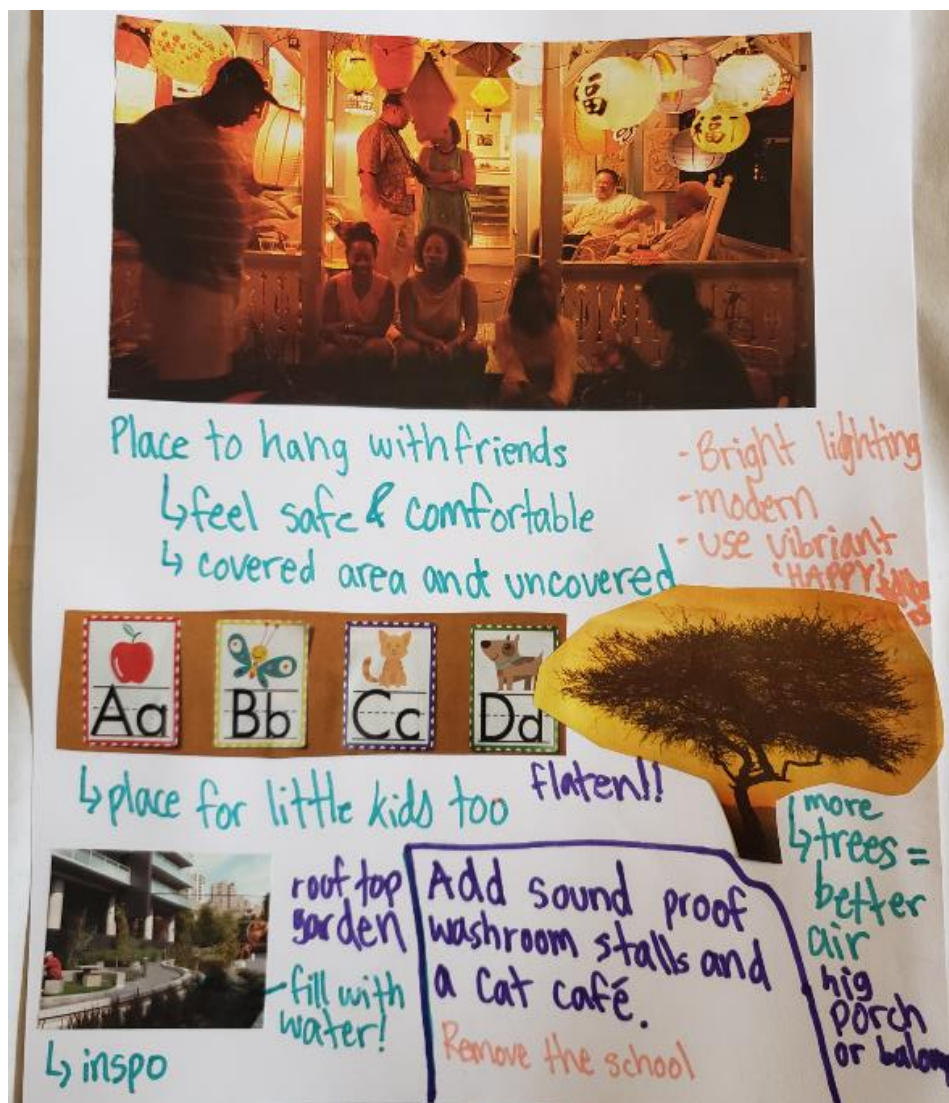
### **Senior and Elder Programming**

There should be special attention on senior programming and maintaining opportunity for connection and activity. Participants expressed a need for dedicated spaces for senior and Elder programming, while providing shared programming between seniors and Elders and youth for example. This was also highlighted in the Elders Advisory Group Conversations as participants suggested a place for language, storytelling and cultural connections between generations.

*“Services to elders and youth have increased in priority and immediacy, as has the need to increase the ability to communicate with community through more than just physical.”*

### **Variety of Spaces**

Britannia should be made up of a variety of spaces that can accommodate larger gatherings and programming as well as spaces that are quiet, calming and healing. These various types meet different needs but should maintain the human-scale and welcoming feeling.



*Collages from the Girls Who LEAP Listening Sessions highlighted comfortable, safe spaces for youth*

### Youth Programming Needs

Dedicated spaces for youth that are both programmed and un-programmed were mentioned by participants including the need for a permanent space for Outreach. This includes spaces for activities such as fields and green space, gathering space in a comfortable and inclusive youth centre, as well as spaces that are intentionally left for freedom of use. The skatepark was referenced as a site that some people don't like because of the smell and lack of surveillance, but others enjoy specifically because they feel it is more community-owned and separate from other uses.



### **Volunteer Community**

Participants noted the negative impact of COVID-19 on volunteer capacity and opportunity. There is recognition that Britannia services rely heavily on the volunteer community and there is need to support that program through the Renewal.

### **Space for Outreach**

The need for a permanent space for the Outreach program was identified, recognizing the important role this program has played in the community for close to half a century and the role it has played in graduating First Nations students.

*"For Outreach, I would have liked a permanent space. Also, at one point Outreach was in discussion with John Minicchelo, Lorna Williams and other agencies to try and create a multi service Hub for the students which would have included a day-care, medical clinic, etc. I would still like to see that, the other thing that I would like to see is the name of Britannia changed as, although historic, is a huge reminder and reflection of the devastating colonial history. Also place names should reflect the First Nations on which this site sits" (Indigenous Engagement Stream Participant)*

*"Outreach has been part of Brit for close to half a century. For several years, it has successfully graduated several First Nations students who mostly live in the Brit catchment area. As a result of my involvement with so many youth and families, I am very passionate about its well being and continued success. It needs to be part of the renewal plan" (Indigenous Engagement Stream Participant)*

### **Phasing**

Participants had some concern around timing of the phased redevelopment and what uses should be prioritized. This specifically refers to Building 5 and priority spaces such as the food hub and seniors centre that should be developed in earlier phases. This also includes comments on the current pool and opportunities to re-purpose the space.

### **Needs Have Not Changed with COVID-19**

There were many general comments stating that the programming needs of Britannia have not changed given COVID-19.

### 3.5 NON-MARKET HOUSING

In response to housing affordability challenges across the city, City of Vancouver directs all new facility projects to explore affordable housing opportunities.

The Grandview Woodland Community Plan seeks to provide opportunities for a wide variety of housing options to serve the needs of the diverse population in Grandview Woodland, including affordable rental housing for key groups such as low-income artists, families, seniors and members of the urban Indigenous community.

While Project Partners have agreed to seek opportunities to include non-market housing in the redevelopment of the Britannia site through the adoption of the Master Plan, they did so with the expectation of continued dialogue on the suitability of non-market housing for the site.

In this initial stage of rezoning engagement, engagement on non-market housing has focused on understanding housing need, opportunities and concerns. A second round of engagement focused on non-market housing will be undertaken in the fall focused on specific considerations relating to height, density and the potential number of units of non-market housing.

Project Partners will work throughout the Rezoning process to understand what type of housing is most needed for the Britannia site and feedback in this phase will support the project team to ensure that any future housing is well integrated with other site uses.

Below you will find a summary of what community members shared with us on the topic of non-market housing. Their contributions also helped identify some questions community members had which led to the development of the following [non-market housing FAQ](#) which we will keep updated throughout the process.

### Non-Market Housing Opportunity

Participants from the online survey were asked to rank the level of importance of each of the opportunities related to non-market housing that were raised in previous phases of engagement. Figure 5 shows that “Addressing housing affordability” is the most important opportunity, followed closely by “Ensuring safety and security of housing”. “Integrating housing into other uses and services on the site” was selected as the least important opportunity to prioritize.

*Total # of Responses: 293*

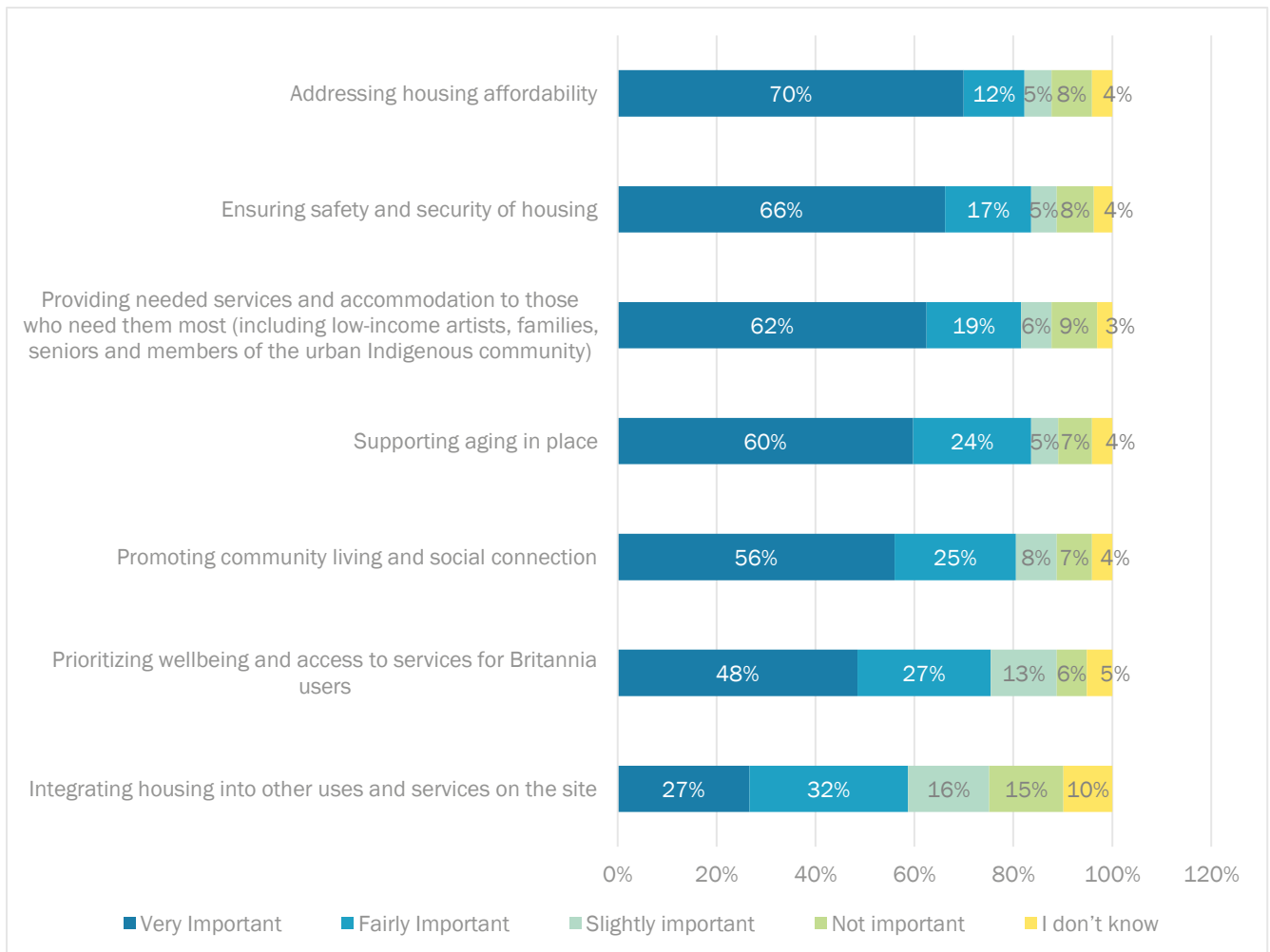


Figure 5: Ranking of importance of non-market housing opportunities by online survey respondents

### Non-Market Housing Integration and Concerns

The following concerns and considerations relating to the integration of non-market housing on the site were raised during deep dive engagement activities which included the online survey, listening sessions and non-market housing focused events.

#### **General Opposition**

There are some that expressed their general opposition to non-market housing at the Britannia site as it will take away from the purpose of Britannia and its community function. There is a sentiment that affordable housing is needed in the neighbourhood, but not at this site. This includes concern that the cost of construction would inhibit the overall development and would increase density in neighbourhood. Many also commented on the need for equal distribution of non-market housing across the City and the feeling that there was already much more non-market housing developments in East Vancouver compared to other neighbourhoods, specially west of Oak Street.

#### **Overcrowding and Limits to Future Expansion**

There is concern that additional density on the site will cause overcrowding. This also means making sure the programming, services and parking at Britannia can accommodate the amount of additional people using the site regularly and that there is enough capacity at Britannia schools to welcome any new families. The addition of housing may limit future, and potentially needed, expansion for public uses. Some suggested that the development of services should support the existing and future residents before housing is added to the site to ensure that services delivered in the Master Plan will be adequate for the neighbourhood and growing population.

#### **Concern for Noise**

Participants expressed concern for the noise from activities and programming on the site as burden for potential residents. Others saw housing as a potential opportunity in creating a barrier against surrounding noise coming from adjacent busy streets for Britannia users.

#### **Ensuring Safety**

There is a need to ensure safety around housing, especially after dark. Students indicated a concern for safety if housing was located nearby schools and daycares, that they may feel a sense of surveillance or lack of privacy and not feel as comfortable hanging out after school hours. This also relates to safety for residents who will be living in a high traffic area.

#### **Location of Non-Market Housing**

Many participants felt that although non-market housing is needed in the neighbourhood, it should not be included on the Britannia site. Some suggested housing be built adjacent to the site with access to services and programming. There is concern that putting housing above the pool and ice rink will create accessibility and health issues (from chemical sensitivities) for future residents. Some expressed a structural concern with the stacking of uses and the public costs associated with it.

**Height & Scale**

Participants expressed concern that adding housing to the site will result in towers or buildings that are out of scale with the surrounding development. This also includes limiting the number of units that will be provided and making sure it does not overwhelm the site or take away from existing views. However, some shared the opinion that more height would mean more housing, which would be beneficial to meeting the housing needs of the community.

*“The taller the buildings the more anti-social and disconnected from what is referred to as sidewalk culture. The further away from the sidewalk, the less engaged residents feel and behave.”*

**Provision of Green Space**

Many spoke to a fear that non-market housing could take away from additional public green space on the site. There were comments that Vancouver School Board and the Province own most of the green space envisioned in the Master Plan and there is concern that the community may not have access to it in the future due to Provincial requirements. There is a need for additional park and natural space as part of the Renewal if there is housing on site. There were also suggestions of using rooftops as gardens that both the community and resident can use. Ensuring that housing does not restrict access to public green space should be prioritized in the Renewal.

**Public Community Spaces**

Concern that housing will take away from the purpose of the community centre and create a divide between those who use the site for programming/other activities and those who reside there, including more separation between public and private spaces. There is a sense that public land should be protected for public use and hope that the sense of community will not be negatively impacted. Many expressed the importance of maintaining the unique, strong sense of community across Britannia and the need to consider dedicated versus integrated/shared spaces on the site to ensure that residents and Britannia users do not feel like two separate groups. There is opportunity through the inclusion of green space and gathering space for community members and residents to interact and mingle.

**Project Timing**

Some participants expressed concern that the incorporation of housing will delay the needed redevelopment of community services through the Renewal.

**Operations**

Some participants expressed concerns around who would be operating housing, and that bringing an additional site partner into the relationship could complicate site governance.

### Non-Market Housing Need and Opportunities

While there are some that are opposed to non-market housing at the Britannia site, there were also many who shared their support and excitement for the opportunity. The following comments about housing need and opportunities related to the integration of non-market housing on site were raised during deep dive engagement activities which included the online survey, listening sessions and non-market housing focused events.

#### **General Importance of Housing on Site**

There were some comments that indicate general support for housing on the site and highlighted the critical need for housing to better serve the local neighbourhood. Some see housing on the site as an opportunity to address the housing crisis and to provide affordable options to community members, and as such, some feel that housing is just as important as other site uses.

#### **Affordability**

Housing may help to meet the needs of those who struggle with lack of secure income and are hard to house. This means ensuring that the units are rentals and affordable (i.e., no more than 30% of an individual's income). There were comments around the need to better define who the units are affordable for, and establish a clear funding model to ensure they remain affordable.

#### **Community Cohesion**

There is opportunity to mix tenants of different incomes, backgrounds, ages, etc. to create a housing community that is inclusive and diverse. Some also speak to the need for design that makes residents feel welcomed on the site. Many participants suggested co-op housing or co-housing to mitigate the potential stigmatization of residents in non-market housing.

*"It is so important that social housing be non-stigmatized. There can't be too much security, or it makes it look like you don't trust the people who live there. They can't be hived off and separated from Britannia, or it makes it seem like they are not welcome."*

#### **Indigenous Housing**

Some spoke to the need to meet the housing needs of Indigenous peoples in the community, Grandview Woodlands being a home away from home for a diversity of Indigenous people. In particular, the need for affordable housing for Elders and youth. Many also suggested this process be Indigenous-led to ensure that whatever housing is provided on site, is designed in a way that accommodates and supports the Indigenous population at Britannia.

*"Housing shouldn't look like everything else in Vancouver. It ought to represent the diversity of the community, that it ought not to push out local residents and gentrify the area. It ought to be accessible. And should incorporate a lot of Indigenous elements" (Indigenous Engagement Participant)*

*"I would suggest a lodge where we could have artists in residence and space for University International students, similar to Skwachays Lodge"  
(Elder's Advisory Group participant)*

### **Family Units**

There is a need for larger units (3+ bedrooms) to accommodate families. Some also considered youth and expressed interest in creating opportunity for youth to both live and go to school at Britannia.

### **Innovative Design**

Buildings that are designed in interesting and innovative ways were supported by participants. This includes a mix of smaller and larger units to support individuals as well as families and sustainability features to promote green building. This may also involve exploring designs that allow for more light, flexible or shared living spaces (i.e., addressing isolation through design), adequate storage and both private and shared amenity spaces. Some suggested looking at other examples for creative mixed-use developments and how housing could be incorporated in a more innovative way.

### **Live-Work Spaces**

There is opportunity to provide spaces where residents can live and work at Britannia, this may be particularly appealing for local artists in the community. This could also include studios or production spaces where artists can work and they are available for community members to use.

### **Preventing Displacement**

Housing on the site would meet the needs of the neighbourhood and address the issue of displacement that has been a result of rising rent prices in the community. Some participants indicated that local needs should be prioritized if housing were to go on the site, accommodating people who are currently in the neighbourhood or who have significant ties to the area.

*"Britannia is an entity that represents so much more than a community centre and school. The housing that is built here should prioritize those in the community who are in need."*

### **Senior Housing and Accessible Units**

Affordable housing for seniors, Elders and units that accommodate people who are aging or who have mobility issues should be considered. This includes more services for care provision on site. Some participants discussed the need to cater housing to all walks of life while ensuring a sense of community and integration. This may look like prioritizing senior tenants in lower-level units for accessibility without distinguishing them as separate from other residences. Some expressed opportunity for a kind of "eyes on the street" from Elders and seniors who may live on the site and the potential to strengthen the sense of community across generations.



### **Services and Support**

It is important that Britannia also accommodates individuals who need medical, physical, mental, or financial support through integrated services on site for those who are currently part of the Britannia community. This also includes opportunities for cluster care (accommodation for caregivers, people with disabilities, health needs, etc.), and ensuring there are people on site making relationships with tenants to understanding specific needs.

### **Future Engagement**

Many commented on the need to continue gathering feedback from a diversity of community members to ensure that all perspectives are heard on the topic of housing. There were suggestions for more information as part of future engagement, including examples of what a mixed-use community centre looks like in other places, as well as an idea of the type and scale of housing that is being proposed. Some suggested a better understanding of housing development across Vancouver to provide insight on the City's efforts to address the housing crisis holistically.

## LESSONS LEARNED

Through our initial “Deep Dive” engagement activities, the project team took away several key lessons that will steer the next phases of engagement going forward:

**Engage at the speed of trust** to bring everyone along. Based on feedback from Project Partners, we have extended the Deep Dive phase of engagement and slowed engagement down to allow more time to co-create our engagement strategy moving forward including adding more public facing events to dive into topics where we could use additional feedback including on non-market housing, programming needs and phasing.

**Provide background information** so people can make informed decisions. This means ensuring that information is presented in a way that is engaging and straightforward so participants can easily be brought up to speed on the project and provide constructive feedback including information about what has been decided and what decisions are still to come. Many participants commented that the background videos posted on the project website as a helpful tool for better understanding rezoning process and the key topic areas and we will continue to work on creating accessible communication tools.

**Diversify how we are reaching community members:** In the next phases of engagement, we will supplement our communications efforts with mail outs and intercept engagement mobilizing volunteers or paid interns for more feet on the ground communications and engagement.

**Prioritize representative engagement:** In our public survey and public facing events, we observed a lack of representative engagement of different cultural and racialized communities who live in the Britannia area. Moving forward we will continue to target our engagement strategies to prioritize the voices of groups not successfully included in our initial engagement activities.

**Tailor engagement approach to different groups:** We had a lot of success tailoring listening sessions to different needs by working with community groups to remove barriers to participation, whether that was by providing childcare, transportation, food or incentives. We will continue to work closely with community groups, and public health context dependent will diversify the ways in which we can host conversations.

**Build in opportunities to invest in Britannia:** We have had success supporting local businesses and mobilizing Britannia community members as facilitators. Moving forward we will continue to look for opportunities to build community capacity in the way we plan and deliver our engagement activities.

**Find opportunities to bring the different streams of engagement together:** Our June 1st event was a key opportunity to bring together the different perspectives gathered in the different

streams of engagement. Moving forward we will continue to look for opportunities to coordinate engagement approach and activities and share learnings.

## NEXT STEPS

In the fall we will be hosting additional engagement events focused on non-market housing and programming and will report back on what we are hearing in those events.

All of the information in this engagement summary report plus these additional engagement activities will inform the development of site options.

In early 2022, community members will have an opportunity to review and provide feedback on these options and then review and provide feedback on a preferred site option to be presented in spring 2022.

Please visit [shapeyourcity/britannia-renewal](https://shapeyourcity/britannia-renewal) to stay up to date on past and future engagement opportunities.