



HOUSING RESEARCH REPORT

Developing Socially Inclusive Affordable Housing

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Developing Socially Inclusive Affordable Housing

**Prepared for
Canada Mortgage and Housing Corporation**

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Assistance was also received from The Ontario Association of Architects, The Manitoba Non-Profit Housing Association, The Canadian Institute of Planners & the Alberta Professional Planners Institute.

EXECUTIVE SUMMARY

PURPOSE: The purpose of this research was to grow our understanding of social inclusion (SI) and its importance and standing in Canada's affordable housing today and to aid the future development of SI in housing. The research aimed to find ways to strengthen and expand SI, particularly for groups identified as vulnerable by The National Housing Strategy (NHS). Broadly, these groups are defined as including: seniors, persons with physical disabilities, people with mental health and addictions issues, persons with developmental difficulties, veterans, youth, women and children fleeing domestic violence, Indigenous people, homeless persons, LGBTQ+ persons and related groups.

The research sought to identify, at each of the planning, design, construction, operation and renewal stages, the key factors, guiding principles or criteria that help to foster social inclusiveness in affordable housing.

Notable findings from the literature review include:

- **Participatory processes:** Many of the authors, emphasized the importance of consultation with expected or actual residents to ensure social inclusion at every stage of the building lifecycle. For example, pre-build and ongoing consultations with expected residents which are aimed at ensuring that the projects/buildings included key features that residents wanted.
- Common facilities are a key feature to bring residents together, thus ensuring participation (child care facilities, community gardens, cooking facilities).
- Tenure or social "mix" does not by itself ensure social inclusion. Some articles underlined the role of operations and management as key to inclusion -- possibly of even greater importance than building design (architectural) features.
 - A number of articles demonstrated that 'mix' alone did not ensure inclusion and may, in some cases, actually foster exclusion.
 - Limited information or evidence of success was found about social inclusion for many of the specific vulnerable groups identified in the National Housing Strategy.

The views of housing experts were sought to validate the research findings from the literature review and seek input on practices, approaches, technologies, challenges, lessons learned and promising practices. Consistent with the literature review, experts emphasized the importance of consultation with residents and their proxies at each of the planning, design, construction and operation of the building and of common facilities. Experts also underlined on the importance of accessibility or universal design as fundamental to fostering inclusion. Other areas highlighted by experts were as follows:

- **Need for better information for developers:** This information could include a simple how-to guide along with some best practices, training or resources on common barriers faced by vulnerable populations. For example, training for housing providers from women's shelters about the barriers and realities faced by survivors of domestic violence may help providers integrate best practices and design principles.
- **Unique needs for specific vulnerable groups:** Overall, expert panel members indicated that all vulnerable groups shared many basic needs beyond affordable housing supply. These needs include access to services, safety (multiple needs), social and cultural services in housing, accommodation for large families (larger units), proximity to cultural communities, settlement services (cultural reorientation, language classes, legal supports, etc.) for newcomers or seniors, a wide range of services and design features aiding *aging in place*, and broader inclusion features, such as design standards that provide for common spaces and allow for mixed populations in the project, offering opportunities to socialize and to access peer activities.

- Need for evaluation of impacts on social inclusion: There is a need to decide on and develop measurable metrics from the start of the design phase and then see what is working at every step. Qualitative and quantitative surveys of clients and service providers should be used to determine the level of effectiveness of social inclusion, with follow-ups for improvements. The housing residents surveyed should be asked to identify barriers to social participation and provide suggestions for improved inclusion.

RÉSUMÉ

BUT : Le but de cette recherche était d'accroître notre compréhension de l'inclusion sociale, de son importance et de sa place dans le logement abordable au Canada aujourd'hui et de contribuer à son développement futur dans le domaine du logement. La recherche visait à trouver des moyens de renforcer et d'élargir l'inclusion sociale, en particulier au sein des groupes désignés comme vulnérables par la Stratégie nationale sur le logement (SNL). De façon générale, ces groupes comprennent notamment les aînés, les personnes handicapées, les personnes ayant des problèmes de santé mentale et de dépendance, les personnes ayant des difficultés de développement, les anciens combattants, les jeunes, les femmes et les enfants fuyant une situation de violence familiale, les Autochtones, les sans-abri, les personnes LGBTQ+ et les groupes connexes.

La recherche visait à déterminer, à chacune des étapes de la planification, de la conception, de la construction, de l'exploitation et de la rénovation, les facteurs clés, les principes directeurs ou les critères qui favorisent l'inclusion sociale dans le logement abordable.

Voici des conclusions importantes tirées de l'analyse documentaire :

- Processus participatifs : Bon nombre des auteurs ont souligné l'importance de consulter les résidents ciblés ou actuels pour assurer l'inclusion sociale à chaque étape du cycle de vie de l'immeuble. Par exemple, on pourrait mener des consultations auprès des résidents ciblés, avant la construction puis de manière continue, visant à faire en sorte que les ensembles et les immeubles comportent les caractéristiques clés souhaitées par les résidents.
- Les installations communes sont un élément essentiel pour rassembler les résidents et assurer ainsi leur participation sociale (garderies, jardins communautaires, cuisines).
- Le mode d'occupation ou la mixité sociale n'assure pas en soi l'inclusion sociale. Certains articles soulignaient le rôle des responsables de l'exploitation et de la gestion comme étant la clé de l'inclusion et peut-être même un facteur plus important que les caractéristiques (architecturales) de conception de l'immeuble.
- Nombre d'articles ont démontré que la « mixité » à elle seule n'assurait pas l'inclusion et, dans certains cas, pouvait au contraire favoriser l'exclusion.
- Peu d'informations ou de preuves de réussite ont été trouvées sur l'inclusion sociale de nombreux groupes vulnérables identifiés dans le cadre la Stratégie nationale sur le logement.

On a demandé le point de vue d'experts du logement afin de valider les résultats de la recherche découlant de l'analyse documentaire et de recueillir des commentaires sur les pratiques, les approches, les technologies, les défis, les leçons apprises et les pratiques prometteuses.

Conformément à l'analyse documentaire, les experts ont souligné l'importance de consulter les résidents et leurs mandataires lors de la planification, de la conception, de la construction et de l'exploitation de l'immeuble et des installations communes. Les experts ont également souligné l'importance fondamentale de l'accessibilité ou de la conception universelle pour favoriser l'inclusion. Les autres domaines mis en évidence par les experts sont les suivants :

- **Besoin de meilleurs renseignements pour les promoteurs** : Ces renseignements pourraient comprendre un guide d'instructions simple ainsi que des pratiques exemplaires, de la formation ou des ressources sur les obstacles courants auxquels font face les populations vulnérables. Par exemple, des refuges pour femmes pourraient offrir une formation aux fournisseurs de logements sur les obstacles et les réalités auxquels font face les survivantes et survivants de violence familiale pour les aider à intégrer des principes de conception et des pratiques exemplaires.
- **Besoins particuliers des groupes vulnérables** : Dans l'ensemble, les membres du groupe d'experts ont indiqué que tous les groupes vulnérables avaient de nombreux besoins de base communs qui vont au-delà de l'offre de logements abordables. Ces besoins

comprennent l'accès aux services, la sécurité (besoins multiples), l'accès aux services sociaux et culturels dans le domaine du logement, l'hébergement pour les grandes familles (logements plus grands), la proximité des communautés culturelles, l'accès aux services d'établissement pour les nouveaux arrivants ou les aînés (réorientation culturelle, cours de langue, soutien juridique, etc.) et un large éventail de services et de caractéristiques de conception favorisant le *vieillessement chez soi*. Des caractéristiques d'inclusion plus générales entrent également en compte, comme des normes de conception qui prévoient des espaces communs et permettent la mixité des populations dans l'ensemble, offrant ainsi des occasions de socialiser et d'accéder aux activités entre pairs.

- Nécessité d'évaluer les incidences sur l'inclusion sociale : Il est nécessaire de prendre des décisions relatives à des indicateurs mesurables et de les élaborer dès le début de la phase de conception, puis voir ce qui fonctionne à chaque étape. Il faut également utiliser des sondages qualitatifs et quantitatifs menés auprès des clients et des fournisseurs de services pour déterminer le niveau d'efficacité de l'inclusion sociale et assurer un suivi aux fins d'amélioration. On devrait demander aux résidents sondés de cerner les obstacles à la participation sociale et de fournir des suggestions pour améliorer l'inclusion.

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SECTION 1: BACKGROUND AND PURPOSE OF THIS REPORT

1.1 PURPOSE

The purpose of this research was to grow our understanding of social inclusion (SI) and its importance and standing in Canada's housing today and to aid the future development of SI in housing.

The research aimed to find ways to strengthen and expand SI, particularly for groups identified as vulnerable by The National Housing Strategy (NHS). Broadly, these groups are defined as including: seniors, persons with physical disabilities, people with mental health and addictions issues, persons with developmental difficulties, veterans, youth, women and children fleeing domestic violence, Indigenous people, homeless persons and others. *Key questions were: how can we improve the extent of social inclusion in Canada's affordable housing? What information or other steps will aid this goal?*

For the purposes of this report, the term 'affordable' housing is used to refer to all types of community housing including social housing developed by non-profits and co-operatives under former programs and newer projects financed with assistance under affordable housing initiatives. It is noted that projects may have various mixes of rent levels, housing affordability, and in some instances, mixes of tenures and private (market-based) housing. Therefore, not all housing would meet the NHS criterion for housing affordability at 30% of gross households' incomes.

1.2 CONTEXT

The importance of this study is substantial for two reasons. *First*, the NHS goals of ensuring good housing for persons in vulnerable groups affect hundreds of thousands of Canada's most vulnerable. Taken altogether, SPR estimates that over half of Canada's 500,000 units of social housing serve these vulnerable groups.¹ *Second*, beyond numbers, the needs of these groups are substantial, as they go beyond shelter and affordability alone. Faced with many limitations, these populations often experience multiple vulnerabilities which limit their ability to contribute to and fully participate in society.

Looking to the future, close examination of social inclusion promises a good focus for raising the quality of Canada's affordable housing. This effort can go beyond the excellent efforts Canada's non-profit housing providers have made to maximize the supply of affordable housing over the past few decades. In the future, by making housing more socially inclusive, the quality of Canada's existing and new affordable housing and the quality of life for those who use it will almost certainly be significantly enhanced.

In this study, the study goal required examination of the basic meaning of social inclusion for example how it builds on *affordability* and *accessibility*. As well, the research required examination of ways in which housing providers could better design housing to aid social inclusion. *Design* is critical, since it can provide ways to improve social participation and thus

¹ SPR's estimate is based on the high proportion of non-profits designed for seniors and specialized groups, plus Indigenous housing groups, projects for women from domestic violence, mental health and homeless services.

social inclusion. In recent years, these goals have been reflected in a focus on tenure mix and social mix. But this review suggests that more than "mix" is needed to enable and maximize social inclusion. Rather, there is a need for housing design which maximizes social participation.

1.3 METHODS

Literature Review:

More than 100 sources were reviewed in the first phase of the project delivered in January, 2019, which broadly reviewed concepts, principles and best practices related to social inclusion. The results are presented in section 2 of this report.

The second phase of the project included an in-depth analysis of a small number of sources to identify social inclusion practices in each of the five stages of housing development. Information from this analysis is presented in section 3 of this report and detailed summaries are provided in appendix A. A bibliography is provided in appendix B

Expert Poll:

In consideration of the importance of social inclusion to the National Housing Strategy (NHS) and to affirm and expand on findings from the literature review, supplementary assessments of the social inclusion issues were sought from a panel of experts on housing design and vulnerable groups. Input was ultimately received from over 46 design professionals (mainly architects and planners), and executive directors and staff of Canadian NGOs serving vulnerable groups, and housing providers. All of these experts had extensive experience with housing vulnerable groups. Input was also received from several experts in other countries.

SECTION 2: LITERATURE REVIEW AND FINDINGS

2.1 SCOPE OF THE STUDY

The topic of social inclusion as it relates to housing and housing development is very wide ranging, both in Canada and internationally. Work in this field has covered many disciplines and fields of study. Studies from other countries and from a wide range of fields were included in this review, including architecture, design, planning, social sciences, health and other areas. The study used a building lifecycle framework to consider housing in relation to the built environment.

The literature review also covered social inclusion across a spectrum of housing needs and housing types. The 2017 NHS identified many different population groups that may be disadvantaged in some way with respect to housing. The literature review sought to examine information for a variety of vulnerable groups, including seniors, people with mental health and addictions issues or developmental difficulties, veterans, women and children fleeing domestic violence, Indigenous people and others.

The broad scope of this study included social inclusion in both new housing development and the renewal of existing housing, potentially across all housing sectors (private, public and non-profit) as well as all types of tenures. The general concept of inclusion in housing may be applicable across all parts of the housing system and the housing continuum. However, CMHC's primary focus is on 'affordable housing' which is defined in the NHS as housing which costs 30% or less of gross household income.

The current study did not specifically focus on housing accessibility, housing or other policies, programs or regulations that may affect the inclusion of housing. The study also did not specifically examine economic inclusion which is defined separately from social inclusion in the current in the NHS. *The researchers did, however, assume that affordability and economic inclusion were essential precursors of social inclusion.*

2.2 LIMITATIONS IN THE AVAILABLE LITERATURE

Many concepts in the literature relate to aspects of social inclusion in housing generally and have a range of implications for the planning, design, construction, operation and/or renewal of housing.

However, there is no widely-accepted definition of 'social inclusion' for housing, nor any standard set of principles for socially inclusive housing in general or for any (or all) of the vulnerable groups identified in the NHS. There are also no well-developed theories or practice guides and the majority of the literature examined did not provide assessments by building lifecycle stages. Overall, the literature review showed substantial gaps in information, empirical measures of, or best practices for social inclusion in the various stages of housing development:

- Little of the literature examined provided insights as to how social inclusion was 'built' into housing. In most cases, articles describing housing projects identified as *inclusive* revealed little about the design decisions or tactics which may have made a given housing project inclusive. In sum, little '*how to do it*' information was provided.

- In case studies, social inclusion in housing was more often assumed than demonstrated. Inclusion was mainly a goal of builders or sponsors or simply seen as reflected in the provision of common areas for resident interaction.
- Empirical measures of inclusion were, as a rule, also absent from descriptions of projects. Some articles provided pictures of attractive buildings or developments and some showed residents engaged in common social activities. However, as a rule, these articles provided no direct assessment of indicators of social inclusion and showed little empirical evidence of impacts of specific design features on social inclusion.

In general, the literature did not demonstrate specifics of how buildings were designed, constructed or operated within each stages of the project lifecycle scheme set out for this research. The most informative articles were those which showed how buildings/projects were operated **following** construction.

These findings point to the need for further research to measure the effects or results from the efforts to develop truly socially-inclusive housing and to develop better theory and guidelines. More generally, there seems to be a need to assess the extent to which today's affordable housing was already socially inclusive.

2.3 DEFINITIONS AND CONCEPTS

The 2018 NHS Glossary of Terms defines **social inclusion** as follows:

“Social inclusion is the process of improving the terms on which individuals and groups take part in society – improving the ability, opportunity and dignity of those disadvantaged on the basis of their identity. It is a situation in which individuals have the resources and opportunities to be involved in society to an extent that is satisfactory to them. Working towards social inclusion means findings and using measures to reduce barriers that restrict the resources and opportunities of disadvantaged groups.” (NHS Glossary of Common Terms, 2018, Page 6)²

The Glossary notes that the United Nations states:

“Specifically, when building new housing that promotes social inclusion Housing is not adequate if it is cut off from employment opportunities, health care services, access to transit, school, childcare centres and other social facilities or if it is located in polluted or dangerous areas.” (NHS Glossary of Terms, 2018, Page 7)

The NHS Glossary defines **10 social inclusion proximity score criteria**. These criteria apply to amenities such as: child care centres, community centres, grocery stores, health care services, hospitals, libraries, neighbourhood parks, pharmacies, publicly-funded schools and public transit. However, there is no definition or detailed discussion of:

- the meaning of ‘proximity’ in either distance or time to reach these various community amenities;
- the relevance of all these amenities to specific population groups, such as the

² As noted earlier, social inclusion includes a premise of prior achievement of affordability and accessibility.

need to be close to schools for households with children (or school bus service or public transit); and

- access to places of employment and/or commercial facilities (i.e., banks), social services (government offices or community-based services), food banks or community services (such as meals on wheels), churches, recreation facilities, food service outlets, clothing stores, or the wider range of amenities impacting day-to-day activities.

Overall, attaining social inclusion can be seen as substantially improving for quality of affordable housing.

Vulnerable Groups are defined in the NHS as follows:

“Women, children and persons belonging or perceived to belong to groups that are in a disadvantaged position or marginalized are often referred to as vulnerable groups.”

In the case of the NHS³, priority vulnerable groups are, at this time, specifically defined⁴ to include:

- Survivors (especially women and children) fleeing domestic violence;
- Seniors;
- People with developmental disabilities;
- People with mental health and addictions issues;
- People with physical disabilities;
- Racialized persons or communities;
- Newcomers, including refugees;
- LGBTQ2+ persons;
- Veterans;
- Indigenous peoples;
- Young adults (aged 18 to 29); and
- Homeless people.

The NHS Glossary includes a separate definition of **Economic Inclusion** which relates to equality to participate in the economy and also states that:

“Economic inclusion is sometimes portrayed as a component of social inclusion. Both social inclusion and economic inclusion generally references the ability to participate in society.” (NHS Glossary, 2018)

The NHS definition of **supportive housing** notes that it ‘*provides a physical environment that is specifically designed to be safe, secure, enabling and home-like with support services... to maximize residents’ independence, privacy and dignity*’. (NHS Glossary, 2018, page 7)

³ National Housing Strategy: <https://www.placetocallhome.ca/what-is-the-strategy>

⁴ NHS Glossary (2018), pages 9-10.

Overview of concepts from the literature review: While this literature review covered some sources on specific categories of 'vulnerable' people, most of the sources dealt with broader concepts related to social inclusion. The overall finding was that there is no accepted definition of the term 'social inclusion' as clearly stated in some articles (for example, Hulse et al. (2012)). Therefore, this review had to consider how other concepts relate to, or overlap with, the idea of social inclusion.

The literature shows the **wide variety of 'concepts' related to social inclusion**, with differences relating to factors such as: who benefits (individuals versus the society at large); inclusion in buildings versus communities; and the goals of social inclusion (fostering diversity, social equality or integrating communities).

Indeed, various authors report overlaps between social inclusion and economic inclusion as well as overlaps as being inclusive housing and inclusive communities. These factors especially come into play in renewal/redevelopment projects intended to create more mixed communities.

Literature on topics related to social inclusion is very wide-ranging. For discussion, these have been grouped into three main streams (each can contribute to more or improved inclusion in housing and/or more inclusive communities):

- **Social well-being** (individual health and well-being, social participation, quality of life, satisfaction, etc.);
- **Social mix** (related to diversity, integration, social justice/equality, rights);
- **Community development** (related to self-help, developing resources, mutual support, and dignity).

Past research suggests that there are varied perspectives or ways of looking at social inclusion and all of these could be elements of better defining social inclusion. The social inclusiveness or well-being or mix of housing is often measured using 'indicators' (or proxies) to show outcomes or results. For individuals, examples of common indicators include: satisfaction, happiness, community or civic participation and involvement.

Since there is no one agreed-upon definition of social inclusion in the literature examined, *inclusivity* in housing could be viewed as an outcome of the ways in which housing is planned, designed, developed, operated or renewed. Therefore, housing designed to enhance the well-being, mix and community development for residents and communities where they live could be seen as improving social inclusion (see Display 1 to 3, below).

Display 1 Key Concepts and Definitions Related to Social Inclusion

Concept	Definition
Social Well-Being	Improvement in individual health and well-being have been linked to other positive outcomes (population health models and the social determinants of health). Some authors suggest that improved individual well-being aids social inclusion.
<i>Related Concepts</i>	<p><i>Sociability (versus social isolation):</i> Several authors suggest that strong social connections contribute to people’s health and well-being, reducing social isolation and improving happiness and resilience (Rios (2015). Depth of inclusion/exclusion can have different effects. Deep and/or pervasive exclusion is even more debilitating – varying degrees of inclusion/exclusion (AHURI (2015)).</p> <p><i>Social Participation, Involvement/engagement:</i> The ability and extent of individual participation in decisions affecting their own lives as well as those of other community members is viewed as an indicator of socially-inclusive societies. Sometimes viewed as a factor in individual well-being (i.e., improved self-worth from a degree of control over decisions affecting them).</p>
Social Mix	Arthurson (2015) describes social mix as means for promoting social inclusion in housing. August (2014) argues that increased social mix in redevelopment projects creates more conflicts than improvements in well-being for residents. Some argue that society benefits from ‘mixes’ of all kinds of people, including those with high support needs (Wright 2017).
<i>Related Concepts</i>	<p><i>Social Justice/Equality:</i> Philosophy about equality of relations between the individual and the state. Equal (fair) treatment of all is the foundation of a social justice rationale, multi-dimensional (social, economic, cultural, ableism, etc.), ensuring fair and just access to all the opportunities, services.</p> <p><i>Human Rights:</i> Having basic rights in laws is the foundation of anti-discriminatory societies. Equal rights have to be enforceable by law for equal access.</p>
Community Development (CD)	Community development models centre on developing people resources and networks so they can contribute better to the community as a whole, improve their sense of self-worth (dignity and independence).
<i>Related Concept</i>	<i>Inclusive/Supportive Communities:</i> Supportive communities are key to an inclusive society. Combines social integration with having support networks (mutual support). Social inclusion is not interchangeable with ‘disadvantage’ due to all the other factors involved (i.e., it is not absolute but rather, a relative term).

Housing with Supports for Vulnerable Groups

Given the NHS lens on vulnerable groups, particularly those with needs for support services, supportive housing can be viewed more in relation to added layers of services required from the community (and financed separately from the housing sector).

The degrees of integration of supportive housing sector depends largely on the service models available in each local area. For example, some service models promote independent living with clients using agency services in the community (i.e., outside the housing complex where they live).

Other service models include community support workers to 'bring' service to users in their own homes. The choice of service model could affect how housing would be designed to accommodate service delivery. The service dimension could be considered as part of the principles of social inclusion in housing.

The literature on housing for vulnerable groups suggests that the support elements for particular groups are essential parts of social inclusion objectives. Therefore, there are elements of both housing design and the supportive services related to the current NHS definition of social inclusion.

Universal design concept: *An added dimension for social inclusion is the concept of 'inclusive design'.⁵* The widespread use of 'inclusive design' principles in building standards has implications for all residents and is not only related to housing accessibility for persons with differing levels of physical mobility – or what is commonly termed 'ability levels'. The current NHS has adopted criteria related to universal design in new funding programs. Further research will need to consider these topics and the implications for current housing development.

Selected articles on housing design were reviewed and relevant types of definitions are summarized in Display 2. Some of these relate to seniors (and the concept of aging-in-place) while others cover all types of groups, some related to more sustainable, livable or adaptive designs. Under these types of concepts, there are added elements about 'safety' and 'choice' for all ages and ability levels.

Three key points are noted:

- The factors affecting inclusion from a design perspective are much broader than 'access' and include: safety in using the housing; sustainability of housing to meet people's needs; and providing choice of where people are able to live.
- As one author (Peters) notes, it is not just adding in features to existing designs, it requires integrated, quality design that works for all ages and abilities.
- How people can use the housing varies and no one size fits all solution will work for every person. Thus, designs need to allow for various ways that individuals can make use of spaces and features.

These sources do show a relationship to the broader concepts of social inclusion and social well-being. An additional category worth considering is the sustainability of the designs over time since housing itself has a long lifespan and the needs of people are not static. Overall, housing design

⁵ See, for example: Vouchilas, G. (2017). "Contemporary living: Bringing a universal design principle into the mix." *Journal of Family & Consumer Sciences*.

for social inclusion could be best understood in terms of the access, safety, sustainability and choice it provides for all ages and abilities.

Display 2 Concepts and Definitions Related to Housing Design and Inclusion

Concepts	Definitions
Inclusive, Universal & Visitable Design	Hall (2015) relates designs for seniors to age-in-place related to the emotional benefits and social being of residents. Looking at seniors' capacity for aging-in-place, Hall notes the lack of policies/design standard for older homes where most seniors live. He stresses the socio-psychological benefits to seniors – improved social well-being by remaining in familiar surrounding if they have this choice.
	Mixed/integrated housing can be designed to include persons with disabilities. Wright (2017) covers with people with neurological difficulties (all types) and focuses on access and safety factors for inclusion. Universal design (UD) argues that providing options for this group creates a choice on where they prefer to live and also enriches the community. "Communities are enriched by the inclusion of persons with disabilities – even those with high support needs."
	The Inclusive Design Hub (Scotland) states: "Social inclusion enables disabled people to fully participate in society, promotes equality and make life easier and safer for everyone." It focuses more on social mix concepts and notes that universal design should be applied, so that everyone can use housing safely regardless of ability. It also notes that one solution may not work for all, so there is a need to offer more than one solution in design.
Livable Design and Adaptable Housing	Adaptable (Livable) housing design addresses sustainable social-well-being as needs change -- key to social inclusion over time. For example, a New Westminster (BC) bylaw requiring 40% of one-storey units in new multi-unit buildings be built as adaptable (also referred to as Lifecycle housing).
	Socially inclusive design in Denmark (Peters (2017)) focuses on designing and retrofitting for an aging population. This is seen as promoting social participation in all aspects of society. It helps create physical and social infrastructure that promote physical and emotional health and well-being. The design is not just adding on features to existing designs – it is about integrating quality and inclusive design into daily life and urban fabric that will last over time 'so that it works together for people of all ages and abilities'.
	Inclusion BC and other sources focus on people with developmental difficulties. They suggest that inclusion promotes participation, sense of home and belonging in a community, thus increasing quality of life. This is about social integration – places where all belong.
Design Inclusive UX⁶	The article deals with how design affects peoples' emotions in a positive way and how different people experience use of place. User experience

⁶ Vermeeren, A. P. O. S., Roto, V., & Väänänen, (2016). Design-inclusive UX research: Design as a part of doing user experience research. *Behaviour & Information Technology*, 35(1), 21-37.

	(interaction) can be interpreted with tools and people can interact to suggest areas requiring different ranges of design.
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2.4 PRINCIPLES FOR SOCIAL INCLUSION IN HOUSING

This section provides an overview of the types of 'principles' for social inclusion related to housing and design that emerged from the literature reviewed.

Terminology for principles: Social 'principles' are fundamental values, beliefs or guides to behaviour for how systems should work. They are foundational or basic but, in social theory, are often subject to numerous assumptions, conditions or caveats due to the multi-dimensional factors that affect human behaviour. *The literature review demonstrates confusion around the meaning of principles as it relates to housing and housing design.* The confusion arises from two key factors:

1. The term can have a variety of interpretations at different levels – from overall societal goals to objectives and guidelines for actions, to specific standards or regulations for actual implementation.
2. The theoretical basis for principles crosses multiple disciplines and bodies of thought. Thus, there may be various perspectives on the basic principles such as: sociological, psychological, medical/health and epidemiological, behavioural sciences, etc.

Applying generalized principles to a specific area such as 'housing' is even more challenging because of the nature of housing systems themselves which are fundamentally grounded in economic principles and driven by the basic principles of supply and demand. Furthermore, housing is delivered in communities and is part of the fabric of society as a whole, meaning that it is difficult to isolate social principles for housing from the necessary and related services in communities.

Within the actual meaning of the word 'principle', it can be said that 'social inclusion' in housing is part of the broader social principle of socially-inclusive societies. Since housing is part of communities and communities are the fabric of society as a whole, it could be expected that housing is a key building block for wider beliefs related to social justice and equality. Given these factors, social principles for housing development and renewal are extremely complex.

Principles may sometimes be expressed as objectives, guidelines or standards. Some common themes emerge from the literature review, as outlined below.

Principles for improving social well-being: The Happy Homes (Rios) report lists 10 indicators of social well-being and shows that some combinations of these criteria are typically present in examples of projects illustrated. For example, resident input or control or self-governance are seen as central to some forms of co-housing (LiveWell). Core principles include: doing things together, participating, and sharing. Valuable attributes include: having comfortable public and private spaces where people feel safe, the 'right' social group sizes and stability, including elements of nature, walkability, and reflecting cultural values.

Principles for improving social mix: related to social mix often make the link between social and economic mix, particularly in renewal of older, low-income areas (such as Hulse (2012), Arthurson (2015), August (2014), and others). Achieving this linkage involves:

- Multi-dimensional principles relating housing with labour markets (to reduce economic exclusion), wider (whole government) approaches considering access to services and jobs (AHURI (2012)).
- Reducing concentrations of deep poverty in some areas.
- Considering 'user' perspectives and values of what they want in their areas.
- Physical and functional factors (mix of units sizes, types, surrounding neighbourhoods) (Thibert (2007)).
- Opportunities to participate fully in the social, economic and cultural lives of communities (Healthy Places).
- Alternative types of proportional mix, neighbourhood mix, building mix (including tenure mix) within the overall architectural design (Markovich 2015). 'Pepper-potting' is a UK term for distributing and mixing of social and market units or tenures throughout a complex for more socially-mixed communities.

Principle for improving community development: Community development approaches were less common in the literature covered, although it is a recognized, formal method for social development and housing. Examples include Indwell Homes in Hamilton, Ontario, which uses the *asset-based community development* (ABCD) approach for high supports and housing for homeless people and others with mental health and other disabilities. Supportive housing is provided across a spectrum of support levels, up to independent living within the Indwell community (see: <https://indwell.ca/>).

Key ABCD principles include:

- client-centred services based on individual needs;
- each person contributing what they bring to others; and
- mutual support in non-discriminatory communities.

Indwell focuses on medium-density housing close to amenities within walking or cycling distance based on principles such as:

- Community development staff are employed for on-site support services;
- Residents share and build their assets and capacities;
- Caring and sharing communities support individual dignity;

- Partnering with faith communities aids development and financing for affordable housing.

Principles for improving housing design: Accessibility in housing design is widely discussed for both seniors and other groups with varying levels of abilities. However, some note the benefits of improved accessibility for the wider population as well. Several authors point to the need for ‘sustainability’, meaning housing that can accommodate varying levels of abilities to serve client needs if they change over time.

Seniors housing literature focuses on ‘aging-in-place’ as a key goal and as a contributor to the emotional health and well-being of people by remaining in familiar communities. Hall (2015) calls for accessibility standards in private construction of new family dwellings, citing examples of standards in various municipalities implemented as a condition for receiving municipal fee waivers or other financial incentives.

However, most of the design literature reviewed is based on principles of Universal design⁷ which originated in the US in the mid-1980s and has spread world-wide. Being practiced in many different ways, the concept can be known as: Design For All; Inclusive Design; Participatory Design; Human Centered Design; Usability; Life Span Design; Independent Living; etc.

Universal design principles vary across jurisdictions, for example:

- Seven principles developed in the US in the late 1990s: equitable (for all users), flexibility, simple and easy to understand, minimizing accidents, low physical effort, approachable to use. (National Disability Authority, Dublin)
- UK architectural principles include:
 - Inclusion (all can use safely)
 - Responsive (to needs and wants)
 - Flexibility (use in different ways)
 - Convenient to all
 - Accommodating (all ages, genders, abilities, ethnicities, needs)

Adaptable (Livable) Housing Design principles deal with making housing accessible over time to ranges of ability levels to allow people to remain safely in their existing housing, i.e., ‘social well-being in place’ as needs change.

Inclusion BC focuses on affordable, accessible housing for people with developmental disabilities, noting five elements:

- Choice and control over living space;
- Accessibility to homes and the community;
- Flexible ratios of mix in ability levels;

⁷ The term 'Universal design' was first used in the mid 1980's by the American architect, Ronald L. Mace. During the 1990s, Universal design was a concept embraced in several countries. With the UN Convention on the Rights of Persons with Disabilities which has been acknowledged and ratified by many countries, the concept of Universal design has spread worldwide and is practiced in many different ways. New ideas and new professional methods have been implemented and the concept has many names and professionals connected to it such as: Design for All, Inclusive Design, Participatory Design, Human Centered Design, Usability, Life Span Design, Independent Living, etc.

- Diversity of people; and
- Sustainability.

Calling for more involvement of individuals and their families in the planning and design processes, Inclusion BC envisions a world where we all belong.

A few sources refer to the importance of user input based on the premise that people experience and use spaces differently. Peters (2015) presents an architectural design approach to seniors housing types in Denmark, referring to key elements such as:

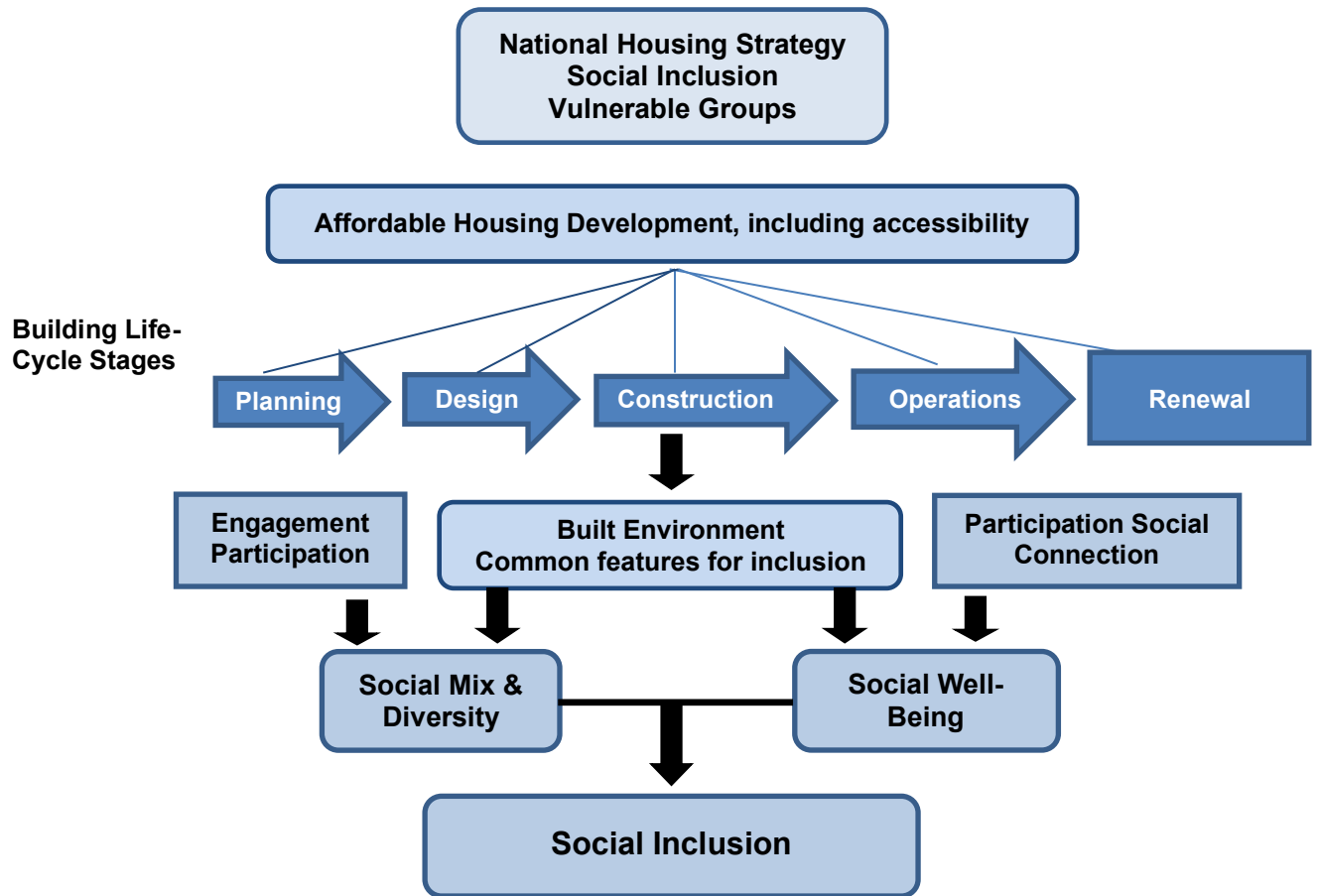
- Attractive and welcoming buildings to increase visitor traffic;
- Nature and outdoor space;
- Including some services and amenities within buildings; and
- Promoting active living, where suitable.

The overall goal is creating physical and social infrastructure that work together for people of all ages and abilities.

Based on the literature reviewed, it is clear that there are many 'principles' proposed in the various subject areas related to social inclusion. For example, considerable emphasis is placed on Universal Design and related principles. Yet, no one set of common principles emerge as they appear to depend on the goals or objectives of different aspects of social inclusion for housing. The accessibility aspect is the only specific area where design principles are more specific and, in some cases, have been embodied into concepts such as 'universal design' which has much broader coverage for all groups and the built environment.

Thus, as illustrated in Display 3 below, SI is seen to involve social participation as well as its impacts on the broader quality of life. SPR's assessment is that both affordability and accessibility are required to maximize SI. Thus examining accessibility was a key element of our looking at SI, which is assumed to be addressed through all of the building life-cycle stages.

Display 3 Framework for Social Inclusion and Building Lifecycle Stages



SECTION 3: DETAILED FINDINGS FROM THE LITERATURE REVIEW

This section presents high-level information organized as per CMHC's objectives to examine inclusion within five stages, wherever possible, namely:

- Planning
- Designing
- Construction
- Operating
- Renewal

Based on the literature review, possibilities are provided, for each stage. Moreover, the section for each stage contains two tables. The first table examines the principles, practices, approaches and technologies, while the second table examines the challenges, lessons learned, promising practices and implications for NHS vulnerable groups.

3.1 PLANNING INCLUSIVE HOUSING

Planning for inclusive housing includes practices that are flexible and encourage participatory and co-operative approaches, such as defining in terms of shared spaces, universal design principles, etc. Consider learning local processes from people with lived experience and person-centred planning. Socially inclusive measures in the project's definition include diversity in tenure mix and housing types and measures that are sensitive to the needs of vulnerable populations.

Table 3.1
Social Inclusion in the Planning Stage –
Principles, Practices, Approaches & Technologies (with examples)

Planning Stages	Principles for Social Inclusion	Practices	Approaches	Technologies (Tools) for Social Inclusion
		Examples		
Themes	<ul style="list-style-type: none"> • Intentional inclusion, integration & diverse social mix. • Active engagement, involvement of residents in planning & decisions. • Building a sense of home and belonging, fits well in the area. 	<ul style="list-style-type: none"> • All unit sizes for mix of households • Create housing for all ability levels. • Opportunities for social interaction & connections. 	<ul style="list-style-type: none"> • Flexibility of mix as needs change. • Hierarchies of public or common spaces, semi-public spaces for small groups as well as private spaces. • Connected to area nearby & supports. 	<ul style="list-style-type: none"> • Accessibility • Universal design. • Shared equipment including parking spaces

Sources are detailed in Appendix A Summaries.

Table 3.2
Social Inclusion in Planning Stage:
Implications of Challenges, Lessons Learned & Promising Practices
for NHS Vulnerable Groups (with examples)

Planning Stages	Implications for NHS Vulnerable Groups		Promising Practices with Examples
	Challenges	Lessons Learned	
Themes	<ul style="list-style-type: none"> ○ Involvement of people from some vulnerable groups is challenging. ○ Planning housing with 'supports' (as needed) requires coordination with service providers. ○ Social participation in the whole process is time-consuming and can cause delays. 	<ul style="list-style-type: none"> ○ Two basic approaches: (a) for specific groups (e.g. seniors); and (b) broad social mix (diversity). ○ Unit sizes drive social mix achievable. ○ Need expertise, input from those with experience working together. 	<ul style="list-style-type: none"> ○ Flexibility on ratios of mixes, depending on project size & type of buildings (e.g. Small building with high ratios of vulnerable groups, lower ratios in large buildings).

Sources are detailed in Appendix A Summaries.

While the sources of information covered many different types of housing development, some key themes emerged on planning for social inclusion:

- 'Intentional inclusion' (i.e., beginning with an objective to create inclusive housing) is a key starting point. The actual approaches can vary and can involve several elements such as building for diversity or a variety of built forms or groups of people -- these are all ways to foster social inclusion.
- Consultation with or involvement of 'residents' is a key part of the planning stage and can follow through to the detailed design stage. In redevelopments, the processes involve both existing residents and people in the surrounding area. Involving some vulnerable groups can be more challenging and require different approaches (such as input from family members or service providers).
- Housing with a diversity of unit sizes and flexibility to meet varied needs over time are key features in many examples. Universal design is widely promoted as being more inclusive.
- Planning for connectivity within a site and with surrounding areas requires a variety of common space.
- No 'one-size fits all' models match varied needs and creativity for specific sites and groups can enhance inclusion.

3.2 DESIGNING INCLUSIVE HOUSING

Designing for inclusive housing considers integrated design processes to deliver socially inclusive built environments, for example, design principles that encourage residents to engage and meet with their neighbours. Physical and technical access to a place/site for learning should reflect the diversity of communities, including their cultural values, which can be reflected in the design of common spaces and balconies, including shapes and colours, housing products, etc.

Table 3.3
Social Inclusion in the Design Stage – Principles, Practices, Approaches & Technologies (with examples)

Design Stage	Principles for Social Inclusion	Practices	Approaches	Technologies (or Tools) for Social Inclusion (UD*)
		Examples		
Themes	<ul style="list-style-type: none"> • Design for wellness & connectedness • Fits in area, diversity of built form within project • Inclusive design & encourage interactions 	<ul style="list-style-type: none"> • Common space & walkways, that are attractive and draw people together • Use natural light, & connect to nature & green space • Shared, common spaces and activities • Promote safety and feelings of safety plus people have control of their space and sense of privacy 	<ul style="list-style-type: none"> • Hierarchies (or tiers) of flexible spaces (use for varied purposes) • Combine good physical & social design • Amenities in buildings & easy access to amenities in area • Use of art & décor familiar to residents (match to age or cultures, more like home. 	<ul style="list-style-type: none"> • Encourage innovative design, not just add-ons to standard designs • Energy saving • Accommodate assistive devices

Sources are detailed in Appendix A Summaries.

* UD = Universal Design

Table 3.4
Social Inclusion in the Design Stage- Implications of Challenges, Lessons Learned and Promising Practices for NHS Vulnerable Groups (with examples)

Design Stage	Implications for NHS Vulnerable Groups		Promising Practices with Examples
	Challenges	Lessons Learned	
Themes	<ul style="list-style-type: none"> ○ Inclusive designs with openness and connections need to balance privacy & safety/security (public/private space issues). ○ Integration versus separation of unit types in a building. ○ Need clear responsibility for each building in a complex. 	<ul style="list-style-type: none"> ○ Abilities are diverse & can change. Designing for ranges of abilities contributes to housing stability over time. ○ Physical design of public & private spaces with interconnections helps encourage social interactions. ○ Provide opportunities for social contact without forced interaction. 	<ul style="list-style-type: none"> ○ Flexibility for changing abilities fosters sense of belonging, well-being & stability . ○ Integrating nature (landscaping), natural light, quality materials to promote well-being. ○ Design for inclusion from initial concept, not just add-ons to 'stock' designs..

Sources are detailed in Appendix A Summaries .

The design stage typically deals with the physical infrastructure of space and the built environment. However, designing for inclusion has added dimensions. Some of the key emerging themes included:

- Incorporating inclusiveness in the use of space requires combinations of public (common) and private spaces with connections that encourage (rather than discourage) social interaction.
- Control of access and spaces relate to safety and privacy concerns. These issues can be more significant in mixed or diverse developments. Design of common spaces is a theme for inclusive housing.
- Use of nature, landscaping, natural light and innovative designs are promoted in some designs for the built environment. Creativity may be even more important in housing for some vulnerable groups. For example, creating familiar surroundings or a home-like setting may help seniors to feel more comfortable. Incorporating elements of cultural backgrounds can help improve well-being for people with different backgrounds.
- Overall, designing for inclusion goes beyond adding in a few features to standard designs. Design for diverse and mixed developments is important when combining diverse populations and/or tenures within one complex.

3.3 CONSTRUCTION OF INCLUSIVE HOUSING

Constructing for inclusive housing includes principles, practices and technologies in the built environment that respond to the planning and design stages. For example, on a building scale, these may be related to housing structure, sub-cluster, gathering/private spaces or shared spaces, environmental suitability, accessibility to community services and other facilities that are aligned with residents' needs, easy access in and out of buildings, security and safety features, elements that celebrate identity and cultural values, and comfort of physical and social tools in common spaces. On a community scale, they may concern pathways that provide connectivity to the neighbourhood (schools, services, parks, gardens) and other physical features that allow for meeting experiences at various scales.

Table 3.5
Social Inclusion in the Construction Stage– Principles, Practices, Approaches & Technologies (with examples)

Construction Stage	Principles for Social Inclusion	Practices	Approaches	Technologies (or Tools) for Social Inclusion (UD)
		Examples		
Themes	<ul style="list-style-type: none"> Accessibility, sustainable building principles (UD). 	<ul style="list-style-type: none"> Flexibility on models. Have experienced developer to work with groups. Use a NP developer or resource group 	<ul style="list-style-type: none"> Groups manage building process works if residents have expertise. Can become burden & delays decisions.. 	

Sources are detailed in Appendix A Summaries.

Based on this review, limited information was available on the construction stage in particular. Occasionally, changes or modifications were made during construction that may have affected achievement of initial designs and objectives.

Table 3.6
Social Inclusion in Construction Stage - Implications of Challenges, Lessons Learned & Promising Practices for NHS Vulnerable Groups (with examples)

Construction Stage	Implications for NHS Vulnerable Groups		Promising Practices with Examples
	Challenges	Lessons Learned	
Themes	<ul style="list-style-type: none"> ○ Location affects connection to community and amenities. ○ Sites owned by developer or city may be marginal & not best locations for inclusion. ○ If developer owns site limited opportunities for resident input. 	<ul style="list-style-type: none"> ○ Right 'fit' in surrounding community enhances inclusion. ○ Adding best quality feasible promotes acceptance. ○ Inclusion needs to match mixes in surrounding areas for positive integration. ○ Experienced developer (previous mixed projects) helps 	<ul style="list-style-type: none"> ○ Flexible physical spaces may enhance social participation. ○ Hire experienced developer helps. ○ Select good sites or locations for inclusive projects to be connected with area.

Sources are detailed in Appendix A Summaries.

Some key points noted were:

- Building for accessibility and in the right location were noted. Ensuring that the new buildings 'fit' with surrounding buildings may help create more integrated communities.
- Working with experienced developers who have completed inclusive developments is an asset.
- The quality and appearance of the buildings along with the best possible building materials can promote the fit and acceptance of buildings within surrounding communities.
- Ensuring flexibility of spaces and guarding against creating barriers needs to be maintained during the building process to the extent permitted under codes and regulations.
- Direct involvement of residents during the construction stage seems to be rare, except in the creation of some (but not all) co-housing developments. Some projects (called the co-housing lite' approach) contract out development to an experienced development contractor with the specialized skills required.

3.4 OPERATING INCLUSIVE HOUSING

Operating for inclusive housing includes initiatives and practices that encourage social inclusion measures at various levels. At a building level, these should foster a mix of incomes and social mix as well as develop a sense of belonging that reflects the needs of vulnerable populations. Consider community-level initiatives to welcome guests or meet with the community.

**Table 3.7
Social Inclusion in Operations Stage– Principles, Practices,
Approaches & Technologies (with examples)**

Operations Stage	Principles for Social Inclusion	Practices	Approaches	Technologies (Tools) for Social Inclusion
		Examples		
Themes	<ul style="list-style-type: none"> • Encourage resident participation in activities, part of community. • Staff support group involvement, activities, cohesion. • Supportive management policies. 	<ul style="list-style-type: none"> • Formal & informal social involvement. • Regular meetings & equal input. 	<ul style="list-style-type: none"> • All participate to their abilities. • Residents set priorities, make choices, community decisions. 	<ul style="list-style-type: none"> • Integrating art, culture, nature. • Resources for innovative programs, supports. • Non-invasive security for safety. • Information sharing, skills building.

Sources are detailed in Appendix A Summaries.

Overall, operation and the additions of new common features and facilities were found to aid social interaction of residents and thus social inclusion. This was particularly seen in older projects or projects undergoing renewal. (Projects where complete retrofit might be uneconomical.

Table 3.8
Social Inclusion in Operations Stage- Implications of Challenges, Lessons Learned & Promising Practices for NHS Vulnerable Groups (with examples)

Operations Stage	Implications for NHS Vulnerable Groups		Promising Practices With Examples
	Challenges	Lessons Learned	
Themes	<ul style="list-style-type: none"> ○ Conflicts among groups in mixed projects about use (control) of space, safety, etc. ○ More & continuous community building required for social integration. 	<ul style="list-style-type: none"> ○ For some vulnerable groups, inclusion depends on support services. ○ Direct resident input or self-management of housing provides more control but may create social conflict. ○ Communities based on common values or interests more cohesive. 	<ul style="list-style-type: none"> ○ Promoting social interaction may be more feasible with lower ratios of mix. ○ Good design not enough for some groups, need social infrastructure. ○ Need good problem solving mechanisms to deal with social conflicts.

Sources are detailed in Appendix A Summaries.

A very extensive literature is available on the post-construction stage when people move into new or redeveloped housing complexes. As buildings come into the management and operations stage, continued efforts are required to make the best use of features included in designs:

- Key principles included encouraging resident participation in activities and being part of the community, actively supported by staff.
- A recurring theme was to promote both formal and informal social involvement or interaction. As well, having regular meetings to encourage input by all residents may facilitate management and build community. Ideally, residents play roles in setting priorities and making community decisions.
- Developing the community has to continue after the built environment is in place, with resources to support community activities. Some communities focus on information-sharing and building skills in the new communities. Some suggest the use of art, culture and nature as tools for promoting community activities.
- For vulnerable groups, inclusion depends on the support services within the housing and from the broader community. Inclusion, participation and well-being can vary with ratios of mix.
- Experience has shown that social conflicts can arise within mixed developments, particularly around the use of space. Mechanisms to resolve differing viewpoints help to improve social integration.

A recurring theme was that good design is not enough for some groups or mixes of groups. In essence, a good social infrastructure is equally important.

3.5 RENEWAL FOR INCLUSIVE HOUSING

Renewing the housing stock for inclusive housing includes assessment and evaluation of actions versus outputs and desired outcomes of social inclusion and well-being. From lessons learned, consider what programs, initiatives and practices should be modified, eliminated or encouraged to achieve desired outcomes (such as social inclusion and well-being).

**Table 3.9
Social Inclusion in Renewal Stage– Principles, Practices,
Approaches & Technologies (with examples)**

Renewal Stage	Principles for Social Inclusion	Practices	Approaches	Technologies (or Tools) for Social Inclusion
		Examples		
Themes	<ul style="list-style-type: none"> • Clear, transparent processes throughout. • Experts teams, trusting relations. • Integration of varied types of units within buildings. • Plans to integrate tenure mix in projects. 	<ul style="list-style-type: none"> • Clear responsibilities for individual parts of project. • Know the limitations & work within these. 	<ul style="list-style-type: none"> • Creativity for quality & supportive local policies. 	<ul style="list-style-type: none"> ○ Retrofit innovation for inclusive redesign.

Sources are detailed in Appendix A Summaries.

The literature review revealed a number of studies of housing redevelopment where social mix alone was not enough to ensure social inclusion of vulnerable populations such as youth and racialized minorities.

Table 3.10
Social Inclusion in Renewal Stage- Implications of Challenges,
Lessons Learned & Promising Practices for
NHS Vulnerable Groups (with examples)

Renewal Stage	Implications for NHS Vulnerable Groups		Promising Practices with Examples
	Challenges	Lessons Learned	
Themes	<ul style="list-style-type: none"> ○ Large-scale renewal projects always lengthy and challenging to deal with diverse interests. ○ Input from surrounding areas can delay processes. 	<ul style="list-style-type: none"> ○ Well-planned community engagement and inclusive processes required at all stages. ○ Integrating varied built forms and tenures with ranges of incomes is complex. ○ Social inclusion approaches cannot resolve underlying social inequalities. 	<ul style="list-style-type: none"> ○ Clear, transparent processes throughout a renewal project. ○ Experienced teams working together can help. ○ Ongoing (continuous) social inclusion processes may help sustain benefits over time (e.g. with turnover of residents).

Sources are detailed in Appendix A Summaries.

The renewal stage of existing housing often involves large-scale redevelopment of existing communities, frequently with diversification to ‘add’ a variety of housing types and income groups. Some of the most complex renewal involves diversity of tenures with the addition of market housing and ownership along-side housing for lower-income residents. Many case studies on these types of inclusive redevelopment have been conducted and only a small number were examined in this review. Results can vary widely.

Smaller-scale retrofit of existing buildings to current building code standards is not always feasible and are always very costly, especially if improved accessibility is required or desirable. Changing the physical layouts of multi-unit structure (such as to add or reduce numbers of units) is extremely challenging and may not be cost-efficient.

Some of the major themes from the sources examined:

- Key principles for social inclusion relate to adoption of clear processes for the renewal and use of expertise on tenant relations. As well, many sources stressed the need to integrate varied units throughout a complex, rather than ‘separate’ buildings for different groups.
- Well-designed plans are required to integrate tenure mixes in these complexes and mediate differing interests. Conflicts over use of common spaces often arise and create security or safety concerns.
- Well-planned community engagement strategies are essential throughout a renewal process and continue after construction is completed.
- Experienced teams working together helps to create a more inclusive process. In other words, continuous social inclusion and community development efforts may help to sustain benefits over time.

3.6 SUMMARY OF EMERGING THEMES

Information by stages in the building lifecycle is summarized below in two tables. The first table highlights principles, practices and approaches. The second table is a synopsis of challenges, lessons learned and promising practices, particularly as they relate to vulnerable groups in the National Housing Strategy.

As shown in Tables 3.11 and 3.12, a wide array of themes emerged from this review of social inclusion by building lifecycle stage.

Table 3.11 illustrates principles, practices and approaches that may relate to lifecycle stage. Overall, they suggest that:

- Social inclusion principles, practices and approaches can be applied at each stage, from planning to renewal.
- The focus or emphasis of inclusion efforts varies somewhat at each stage. For example, consultative processes to foster social involvement are emphasized in the planning and operations stages. The design and construction stages focus more on physical infrastructure elements and there are typically limited opportunities for resident involvement.
- The actual composition of the built form (i.e., the extent of mixing of unit types, tenure and buildings) can add to the complexity of social involvement, interaction and participation required.

Overall, it appears that there is no one model or approach for all building lifecycle stages.

Table 3.11
Social Inclusion by project stages
Principles, Practices, Approaches & Technologies

Stage	Principles for Social Inclusion	Practices for Social Inclusion	Approaches for Social Inclusion	Technologies (or Tools) for Social Inclusion
Planning	<ul style="list-style-type: none"> • Intentional inclusion. • Active resident engagement/ involvement. • Create sense of home & belonging. 	<ul style="list-style-type: none"> • All unit sizes, all abilities. • Opportunities for social interaction. 	<ul style="list-style-type: none"> • Flexible mix. • Hierarchies of public/private spaces. • Connected to area and supports. 	<ul style="list-style-type: none"> • Universal design. • Cost savings such as from energy conservation, reduced parking requirements, or shared amenities..
Design	<ul style="list-style-type: none"> • Design for wellness & connectedness. • Fits in area, diverse built form. • Inclusive design. 	<ul style="list-style-type: none"> • Common spaces, walkways, nature. • Safety & privacy. 	<ul style="list-style-type: none"> • Hierarchies (tiers) of spaces. • Combine physical & social design. • Amenities in area/building. 	<ul style="list-style-type: none"> • Encourage innovative design, not just add-ons. • Energy saving such as from smaller units, use of passive solar energy. . • Accommodate assistive devices For people with physical or other disabilities.
Construction	<ul style="list-style-type: none"> • Accessibility, sustainable building principles. 	<ul style="list-style-type: none"> • Flexible methods. • Experienced developer. 	<ul style="list-style-type: none"> • Contracting to a developers is most common approach. Prior experience with inclusive designs is an asset. • Options can be considered (e.g. resident management of construction). 	
Operations	<ul style="list-style-type: none"> • Resident participation. • Staff support involvement, activities. • Supportive management policies. 	<ul style="list-style-type: none"> • Formal & informal social involvement. • Regular meetings and equal input. 	<ul style="list-style-type: none"> • All participate to abilities. • Residents set priorities, make choices. 	<ul style="list-style-type: none"> • Integrating art, culture, nature. • Innovative programs, supports. • Non-invasive security.
Renewal	<ul style="list-style-type: none"> • Clear, transparent processes. • Experts teams, trusting relations. • Integrate varied types of units in buildings. • Plan to integrate tenure mix in projects. 	<ul style="list-style-type: none"> • Clear responsibilities for parts of project. • Know & work in limits. 	<ul style="list-style-type: none"> • Creativity for quality & supportive local policies. 	<ul style="list-style-type: none"> ○ Innovation for inclusive redesign e.g. changing facades and roof-lines to improve building fit with surrounding structures.

Sources: Peters (2014); Thibert (2017); August (2014); Inclusion BC (2017); Arthurson et al. (2015); Levin (2014).

Table 3.12 illustrates challenges, lessons learned and promising practices with respect to social inclusion and possible implications for vulnerable groups as defined in the NHS. In particular:

- Numerous challenges arise at all stages of the building lifecycle. For example, planning for vulnerable groups may be more challenging, require coordination with service providers and has to accommodate varying ability levels.
- Designing for some vulnerable groups may require more attention to safety and privacy issues without creating barriers to social interaction and participation.
- Operationally, for some vulnerable groups, inclusion depends on the support services available within the building and/or in the surrounding community.
- Some promising practices were identified, including:
 - Flexibility in mix ratios;
 - Designing for changing levels of abilities and ideally for all ability levels;
 - Designing for inclusion rather than adding on features to standard designs;
 - Building in flexible spaces to be more adaptable to needs.

Overall, community supports and services and integrative community activities appear to play a stronger role in fostering social inclusion of vulnerable groups.

Table 3.12
Social Inclusion by Lifecycle Stages:
Implications of Challenges, Lessons Learned &
Promising Practices for NHS Vulnerable Groups

Building Lifecycle Stages	Implications for NHS Vulnerable Groups		Promising Practices
	Challenges	Lessons Learned	
Planning	<ul style="list-style-type: none"> ○ Planning cities for aging populations & disabilities is challenging. ○ Involvement of some groups challenging. ○ Coordination with service providers. ○ Participation time-consuming & can cause delays. 	<ul style="list-style-type: none"> ○ Two basic approaches: (1) for specific groups (e.g. seniors) & (2) broad social mix (diversity). ○ Avoid concentrations of some vulnerable groups. For example, mixes of people with disabilities with other residents supports more inclusion than proacts for one type of group. ○ Some things are beyond the control of planners. ○ Previous experience working together is helpful. 	<ul style="list-style-type: none"> ○ Flexible ratios of mixes depending on project size & type. ○ Working with family members (e.g. for seniors, developmental disabilities) may help.
Design	<ul style="list-style-type: none"> ○ Inclusive designs need to balance privacy & safety (public/private space issues). ○ Integration//mixing of unit types within a building may lead to challenges in property management, depending of life styles, noise and activity levels. 	<ul style="list-style-type: none"> ○ Design for ranges of abilities for housing stability. ○ Careful design of public & private spaces for social interactions. ○ Sometimes spaces do not work as intended – be flexible. ○ Provide opportunities for social contact without forced interaction. 	<ul style="list-style-type: none"> ○ Flexibility for changing abilities fosters sense of belonging. ○ Integrating nature (landscaping), natural light, quality materials. ○ Design for inclusion, not just add-ons.
Construction	<ul style="list-style-type: none"> ○ Location affects connection to community and amenities. 	<ul style="list-style-type: none"> ○ Right ‘fit’ in surrounding community. For example, projects could mirror the mixes in the surrounding area. ○ Add best quality feasible. 	<ul style="list-style-type: none"> ○ Flexible physical spaces may enhance social participation. For example, having divided rooms that may be enlarged for larger events creates more uses for space.
Operations	<ul style="list-style-type: none"> ○ Conflicts among groups about use (control) of space, safety, etc. ○ More & continuous community building required for social integration. 	<ul style="list-style-type: none"> ○ For some vulnerable groups, inclusion depends on support services. ○ Direct resident input or self-management of housing provides more control but may create social conflict. ○ Common values more cohesive. ○ Core funding for community workers & programs may help. 	<ul style="list-style-type: none"> ○ Promoting social interaction more feasible with lower ratios of mix. ○ Problem solving mechanisms to deal with social conflicts.
Renewal	<ul style="list-style-type: none"> ○ Lengthy process. ○ Many competing interest. 	<ul style="list-style-type: none"> ○ Engagement of residents & vulnerable groups at all stages required. ○ Mixed tenure & incomes more complex. ○ Social inclusion cannot resolve social inequalities. 	<ul style="list-style-type: none"> ○ Clear, transparent processes throughout ○ Experienced teams working together. ○ Ongoing (continuous) social inclusion processes.

Sources: Peters; Thibert; August; Inclusion BC; Happy Homes; Arthurson; Levin; UD = Universal Design.
 See Appendix A Summaries for detailed discussions.

3.7 KEY FINDINGS

Review of social inclusion in relation to building lifecycle stages provided some insights that are worth close consideration.

Application of this framework for the NHS vulnerable groups is particularly challenging given the variety of groups and their varied needs. Further research on the social inclusion needs for many of these groups would be required.

The analysis presented in this section provides some insights at difference stages in the building lifecycle, for example:

- **Principles and practices** are most clearly evident at the initial planning stage of housing development. Consultation, involvement and engagement is strongly recommended in planning new developments. Indeed, it is required process under planning legislation. The challenge arises with how to apply these approaches with all types of vulnerable groups. Some methods have been developed such as involvement of family members or support workers from service agencies. When some people move to independent living in their own housing with other types of tenants, additional supports could be required. Furthermore, some groups (such as refugees and recent immigrants) may benefit from living in supportive communities until they transition into their own housing and become settled. Therefore, there is a 'uniqueness' about the needs of some groups so, as noted earlier, there is no 'one-size fits all' model.
- **Design and construction** are highly specialized fields and are usually undertaken by experienced professionals. Opportunities for participation by residents are much more limited. The lengthiness of any new building process makes it difficult to sustain continuous involvement of residents or future residents. As noted, initial designs can be changed during the development and "residents' wishes" or expectations may not be realized.
- **Operations and Management** of new complexes offer new opportunities for residents to become more involved and have input into decisions about their housing. Tenants/resident communities (or Board members) can provide a structure for participation. Experience has shown that difficulties can arise when several different buildings are on one site, particularly when groups have different interests. Continuous community development was proposed as one approach to overcome challenges which may arise. However, others have argued for full integration of units for different groups within buildings. The integrated mix model has proved successful for some groups, such as people with developmental difficulties. It is less clear how this mixed approach might work for other vulnerable groups.
- **Renewal of existing housing** is a more complex process because there are existing residents on a site and some renewals introduce tenure mixing as well, but in separate buildings. As well, changes for inclusion during renewal are likely to be more costly. Ongoing efforts seem to be required to create 'inclusive communities'.

Overall, the findings suggest that creating socially inclusive environments is an ongoing process and more work is required to develop guidelines for the management of socially-mixed developments, particularly where 'integration' of vulnerable people is involved.

3.8 CONCLUDING OBSERVATIONS

The literature review pointed at a number of valuable conclusions: for example that:

- consultation with expected or actual residents is valuable to ensure social inclusion at every stage of the building lifecycle.
- common facilities are a key feature to bring residents together, thus ensuring participation (child care facilities, community gardens, cooking facilities).
- tenure or social "mix" does not by itself ensure social inclusion.
- limited information or evidence of success was found about social inclusion for many of the specific vulnerable groups identified in the National Housing Strategy.

SECTION 4: KEY OBSERVATIONS FROM A POLL OF EXPERTS

Considering the importance of social inclusion to the National Housing Strategy, supplementary assessments were sought from an online poll of experts. (See appendix C for the questionnaires).

4.1 KEY OBSERVATIONS

Based on the expert poll, we noted principles, practices, approaches, technologies, challenges, lessons learned, promising practices, and implications for NHS vulnerable groups. These details are shown below with assessments from the poll of expert summarized under five main themes:

- Social inclusion and building lifecycle stages;
- Importance of common facilities;
- Need for better information for developers;
- Unique needs for specific vulnerable groups;
- Need for Evaluation of Impacts on Social Inclusion

Social Inclusion and Building Lifecycle Stages

We asked the expert panel to comment on what could be done to better aid social inclusion at each stage of project development (planning, design, construction, operations and renewal).

Overall, the expert panel did not have many unique ideas about this topic at each stage. For the most part, for each stage in the building lifecycle, they repeated the "mantra" that consultation with residents or their proxies was key. More specific suggestions were:

- *Consultation in planning*, not just with cities or agencies, but wherever possible, directly with the residents who would use the housing or their proxies (e.g. persons with 'lived experience' in similar housing, for example in 'local design panels' or 'advisory groups'); ensure proximity to transportation, healthcare, greenspace and community locations; ensuring the vulnerable groups are involved in the design process; ensure that planning has enabled good tenant 'mix'; flexible (combinable) unit design; consultation with service providers'; planning for staff training to deal with vulnerable groups' needs; .
- *Consultation at the design stage*, with residents to be or proxies; meetings and focus groups, and service providers; development of an advisory committee.
- *Consultation during construction*, e.g. meetings or focus groups with residents to be or proxies; suggest tours with residents to be, during construction; visits to the construction site by service providers
- *Consultation in operations (after occupancy)*, meetings with residents to be or proxies, particularly to evaluate the outcomes -- to assess how the project aid social inclusion; use of circles or committees; regularly survey tenants on their satisfaction; continued

evaluation of safety and accessibility features; continued education of staff to deal with needs of vulnerable groups; tenant involvement in management of the project.

- *Consultation in renewal work*, with existing residents (e.g. through surveys and meetings with proxies similar to the expected tenant group, involvement of former tenants;

The poll of experts emphasized the importance of consultation with residents and proxies at each stage of the building lifecycle, including design and planning, construction and operations. These views were consistent with the literature.

The importance of common (anchor) facilities

The earlier research conducted for this project pointed to other types of changes [not merely changes to buildings and accessibility] as having great potential for enhancing social inclusion. In particular, it was noted that such changes could include the creation of common facilities which would be expected to encourage social participation.

These common facilities can include playgrounds, child care centres, collective cooking venues and similar facilities and spaces. These findings suggest that testing the hypothesis that such approaches could be highly cost-effective in improving social inclusion.

Need for better information for developers

Members of the expert panel expressed a variety of concerns regarding developers. Most prominent were the needs for guidelines to assist developers in better engaging in consultation processes (see experts' comments on information for developers, page 18).

Additionally, expert panel members indicated a need for 'deeper' education to transform the mind-sets of developers, whom a number of panel members characterized a 'stuck in the ways of the past', or "building with too strong an emphasis on economy".

As one member of the expert panel noted:

"What is needed is an effective education and marketing program for designers, builders and the public. This is especially important for our decision makers (politicians). All politicians should spend more time with people who have disabilities or have the lived experience. I know that this takes time but it is the only way that it will work. Schools of architecture pay very little attention to teaching accessible design. I know very few professional architects or professors who know much about the subject."

Housing provider, Manitoba

Illustration: Common areas for interaction are shown below for one Canadian project.



From: Patricia Rios, H. Elokda and E. Aristova. *Happy Homes Promoting Sociability in Multi-Family Housing, Case Studies*, Sponsored by the Real Estate Foundation of BC and Happy City.

Expert Assessments as to What Type of Information will Help Developers Create More Socially Inclusive Housing (views from the on-line poll)

Need for information for housing providers was one key topic experts commented on. Experts who were polled suggested:

"A simple how-to guide would be useful, along with some best practices. For accessibility, the private sector needs to realize that enhanced accessibility is not really that expensive, from a design and construction perspective."

An urban planner in Nova Scotia

" training or resource on common barriers faces vulnerable populations. For example, a training from women's shelters about the barriers and realities faced by survivors of domestic violence for housing providers may help them integrate best practices and design principles. Also, resources on how housing providers can partner with local agencies that support these populations so that they can work together to provide housing and supports."

A staff member of a transition house society in Western Canada

"... you need to draw from those involved in housing to talk about what works and what doesn't. Also talking to people that you are developing the housing for. What are the needs of that population? What are the challenges. What can we do to improve their quality of life? Going to the source. Asking questions and finding others that did something similar."

A non-profit housing operator in Manitoba

"Housing developers are used to a focus on building the most for the least. They have largely forgotten the experiences of the people who must then live in those communities beyond design finishes and how they enter and exit the property. Spaces need to be welcoming & animated. People must be given the opportunities to get to know each other, and to learn about each other. Thus, a deeper focus on how the physical space

is design to foster those community creating opportunities, needs to be in place."

" *Executive Director of a Non-profit Housing organization in Ontario*

"... developers should be informed by conversations and feedback from individuals with lived experience of being vulnerable or needing accessibility, occupational therapists, accessibility consultants, other builders who've specialize in certain types of inclusive designing, and other organizations or stakeholders that promote inclusion and accessibility."

" *A housing manager in Manitoba*

"A small local network of providers might be helpful so they can learn from each other, discuss research and emerging trends and trouble shoot. If anything, many new housing developers need support with housing development.."

" *An urban planner in Alberta*

"Provide information about the people that would be living in socially inclusive housing. include detail about the way vulnerable tenants live their lives being aware that intrapersonal conditions are subject to change (for example, how people manage their mental illness?) Very important that housing developers consult with people with lived experience to guide the process ("nothing for us without us")"

Executive Director of an NGO in Western Canada

Unique Needs Specific Vulnerable Groups

Overall, poll of experts indicated that all of the vulnerable groups shared many basic needs, beyond affordable supply, such as need to access services, and safety (multiple needs). However, some specific needs were noted by the poll of experts as greater for specific vulnerable groups.⁸ For example:

- *Poll of experts familiar with survivors of family violence* emphasized safety and security, and more general needs for community and services such as child care; "more second stage shelters especially in rural and remote communities" "near schools".
- *Poll of experts familiar with veterans* emphasized their need for companionship in particular from kindred persons; in particular "[to] create environment and culture in a community that allows vets to be vets and quirky in their ways. Make sure lots of mental health services available. Give space and time to deal with deep PTSD problems."
- *Poll of experts familiar with newcomers needs* emphasized: social and cultural needs in housing, such as accommodation for large families (larger units), proximity to cultural communities, and settlement services (cultural re-orientation, language classes, legal supports etc.); integrated communities that help build Canadian identify".
- *Poll of experts panel members familiar with persons with mental health issues* emphasized the importance of access to community programs, and other features, e.g.: "more advocacy to reduce stigma and help staff have more understanding, -education and supports / advocacy for this group;" "Allow social outdoor area for service animals and their

⁸ These suggestions are only a sampling. That is because the Poll of experts members include only small samples of individuals experienced with each vulnerable group. As a result, the identification of needs from this team of experts is hindered by small samples, and requires larger samples of persons from, or experienced with, each group to identify distinct needs more precisely. (Experts noted, however that these needs are better identified directly with vulnerable groups or their agencies, for sampling reasons).

owners, and (good soundproofing) reduce noise with construction material choices"; Safe and secure/near services/ limit isolation"; "on-site staffing".

- *Similar responses were noted for persons with addictions*, along with particulars: that "housing needs to be removed from common temptations for addicts"; with "access to rehabilitation programs"; and "tactile materials, cocoon spaces and spatial hierarchy".
- *Poll of experts familiar with seniors* emphasized the wide range of services and design features aiding *aging in place*, and broader inclusion features such as: "allow mixed populations in the project so the opportunity to socialize with the younger population"; "places for pets"; "design standards that enable for common space, so there is a place where residents can socialize"; "housing designed to eliminate isolation, access to peer activities, closeness to grocery stores like a Sobey's (not convenience stores with high food costs)"; "space for caregivers, visitors to stay".
- *Poll of experts familiar with Indigenous populations* emphasized many of the above factors (such as need for units for larger families or extended families) but particularly, space for culture, e.g. "Access to indigenous culture is key. Access to Elders, sweats, smudging, etc. All housing must be accessible and appropriate"; "shared space for cultural events and ceremonies; "working with tribes and bands". Funding and design appropriate to the climate in each area is key. Residents must be seriously consulted."
- *Poll of experts familiar with homeless persons* noted all of the above types of concerns (multiple supports for addictions, mental health etc.).
- *Poll of experts familiar with LGBTQ+ persons* noted similar concerns, a desire for smaller buildings, and particulars of safety and protection against discrimination.

Need for Evaluation of Impacts on Social Inclusion

Poll of experts Members' Assessments of Approaches to Evaluation & Monitoring of Social Inclusion (suggestions from the on-line poll). Experts suggested:

"... [we need to] survey of those using the housing."
Property manager, Manitoba

"Connect with people, learn from them and listen to what they are saying"
NGO community staff member, Newfoundland

"You need data that would measure the persons community involvement. You could ask how many people are still accessing segregated groups? Are they involved with other members of their community? you would need statistics to measure community participation, surveys asking people if they feel included and to describe what that means to them"

NGO community staff member, New Brunswick

"Have meaningful measurable metrics decided upon from the start of the design phase and then see at every step what is working. Be willing to be flexible and change as needs change. Seek out diversity in partnerships to bring multiple parties to the table to do things together."

NGO community staff member, BC

"I don't have a specific tool but actually talking to people is really important - i.e. interviews and other ways (e.g. a shared arts project) to garner people's views. Often

the least 'included' people find surveys alienating and this can lead to these views not being recorded and heard.

"Participation in Community meals, meetings, maintenance, cleaning, gardening and pride in giving tours."

Housing Provider, BC

"Pre and post tests looking at social inclusion markers. Invest in gathering good data especially reports of those needing access to housing,"

NGO staff member, Manitoba

"Qualitative and quantitative surveys of clients and service providers to determine how effective social inclusion is with follow-up for improvements. Use per diems to encourage participation and recognise the value of people's time. Focus groups or stakeholder groups including a facilitator and the target population to advise."

NGO shelter staff member, Ontario

"Survey residents of housing to identify barriers to social participation and request suggestions for improved inclusion"

Social Worker, Manitoba

4.2 SUMMARY OF KEY FINDINGS AND CONCLUSION FROM THE POLL OF EXPERTS

Key findings from the expert panel included:

- **The need to assess accessibility in Canada' affordable housing:** Beginning with the premise that social inclusion must be built on a foundation comprised of affordable and accessible housing and, in spite of advances in design and supportive housing in recent years, the expert panel was *virtually unanimous* in seeing social inclusion in affordable housing in Canada today as being limited by incomplete accessibility.

The view that substantial improvements were needed in terms of accessibility in Canada's affordable housing was strongly expressed by expert panel members across all professional groups and across all provinces and territories. For example, 34 of 40 participating experts indicated that they saw a need for significant improvement in accessibility in Canada's affordable housing).

- **Need for a strategy for older housing:** A number of experts polled expressed particular concern for development of social inclusion in older housing stock, noting that much of this housing was built to less stringent accessibility requirements. As well, they noted that greater costs were expected for retrofits for older projects (they emphasized, however, that such retrofits promised great savings to the public, for example, in health care). *The researchers noted that such upgrades of common facilities would be a highly economical way to improve social inclusion.*
- **Need for information for developers:** concerns were expressed for more effective education and information for housing developers on how to maximize social inclusion at the building phase.
- **Learning from projects which are exemplary in social inclusion:** building on past successes and good practice is seen as key to reaching goals for improved social inclusion in housing.

- **Need for evaluation:** experts shared a number of ideas about how the effectiveness of efforts to develop social inclusion could be evaluated. Many of the experts expressed the view that high level surveys and other precise assessments were needed. Many indicated that a national evaluation would be extremely useful to obtain a clear view of these issues.

Consistent with the literature review, experts emphasized the importance of consultation with residents and their proxies at each of the planning, design, construction and operation of the building and of common facilities. Experts also underlined on the importance of accessibility or universal design as fundamental to fostering inclusion. Other areas highlighted by experts were as follows:

- **Need for better information for developers:** This information could include a simple how-to guide along with some best practices, training or resources on common barriers faced by vulnerable populations. For example, training for housing providers from women's shelters about the barriers and realities faced by survivors of domestic violence may help providers integrate best practices and design principles.
- **Unique needs for specific vulnerable groups:** Overall, expert panel members indicated that all vulnerable groups shared many basic needs beyond affordable housing supply. These needs include access to services, safety (multiple needs), social and cultural services in housing, accommodation for large families (larger units), proximity to cultural communities, settlement services (cultural reorientation, language classes, legal supports, etc.) for newcomers or seniors, a wide range of services and design features aiding *aging in place*, and broader inclusion features, such as design standards that provide for common spaces and allow for mixed populations in the project, offering opportunities to socialize and to access peer activities.
- **Need for evaluation of impacts on social inclusion:** There is a need to decide on and develop measurable metrics from the start of the design phase and then see what is working at every step. Qualitative and quantitative surveys of clients and service providers should be used to determine the level of effectiveness of social inclusion, with follow-ups for improvements. The housing residents surveyed should be asked to identify barriers to social participation and provide suggestions for improved inclusion.

5. CONCLUSION FROM THE LITERATURE REVIEW

The purpose of this research was to grow our understanding of social inclusion (SI) and its importance and standing in Canada's affordable housing today and to aid the future development of SI in housing. The research aimed to find ways to strengthen and expand SI, particularly for groups identified as vulnerable by The National Housing Strategy (NHS). Broadly, these groups are defined as including: seniors, persons with physical disabilities, people with mental health and addictions issues, persons with developmental difficulties, veterans, youth, women and children fleeing domestic violence, Indigenous people, homeless persons and related groups.

This study examined the basic meaning of social inclusion -- for example, how it builds on *affordability* and *accessibility*. As well, the research required examination of ways in which housing providers could better design housing to aid social inclusion. *Design* is critical, since it can provide ways to improve social participation and thus social inclusion. In recent years, these goals have been reflected in a focus on tenure mix and social mix. But this review clearly shows that more than "mix" is needed to enable and maximize social inclusion.

Overall, it appears that there is no one model of principles, practices and/or approaches for all building lifecycle stages, and NHS vulnerable groups are particularly challenging given the variety of groups and their varied needs. The study found that:

- Social inclusion principles, practices and approaches can be applied at each stage, from planning to renewal. Intentional inclusion, involvement of residents and concerns about social connections and interactions had more emphasis in planning. Universal design and inclusive design were emphasized more in the design stage. Providing for resident involvement and activities was mostly related to the operations stage.
- The focus or emphasis of inclusion efforts varies somewhat at each stage. For example, consultative processes to foster social involvement are more likely to be emphasized in the planning and operations stages. The design and construction stages focus more on physical infrastructure elements and where during construction, there are typically limited opportunities for resident involvement.
- The actual composition of the built form (i.e., the extent of mixing of unit types, tenures and buildings) can add to the complexity of social involvement, and more interaction and participation are required.
- more work is required to develop best practice guidelines for socially-mixed developments, particularly where vulnerable people are involved. Consultation with expected or actual residents is essential to ensure social inclusion at every stage of the building lifecycle.
- Common (shared) or anchor features or facilities may bring residents together, thus encouraging participation (examples identified were child care facilities, community gardens, and cooking facilities). Such features were seen as highly affordable.
- Little is known about social inclusion for many specific vulnerable groups such as those identified by the National Housing Strategy. More research is required.

The importance of this study cannot be overstated. The goals of the NHS -- ensuring good housing for persons in vulnerable groups are highly significant. This is indicated by the numbers of such persons already occupying Canadian social housing. Taken altogether, SPR estimates that more than half of Canada's approximately 500,000 social housing units serve these vulnerable groups.

Beyond numbers, the needs of vulnerable groups are substantial, as they go beyond shelter alone, to remedying factors which limit their ability to contribute to and fully participate in society. Looking to the future, close examination of social inclusion promises a good way to raise the quality of Canada's affordable housing. This effort can go beyond the excellent efforts Canada's non-profit housing providers have made to maximize the supply of affordable over the past several decades. In the future, we can raise the quality of Canada's affordable housing and the quality of life for those in need⁹.

⁹ SPR's estimate is derived from overall housing stock SPR's estimate and based on the high proportion of non-profits designed for seniors and specialized groups, plus Indigenous housing groups, projects for women fleeing domestic violence, mental health and homeless services.

APPENDIX A: DETAILED ANNOTATION – LITERATURE REVIEW

Articles Examined

- Peters, T. (2014). Socially inclusive housing design in Denmark: The maturing landscape, *Architectural Design*, 84(2), 46-53. This article covers housing design for housing and cities for an aging population, a goal being to create physical and social infrastructure for people of all ages and abilities. Discusses the Selund Retirement Community and Orestad Nursing Home in Copenhagen.
- Thibert, J. & Canadian Policy Research Networks, (2007). Inclusion and social housing practice in Canadian cities. Following the path from good intentions to sustainable projects, Canadian Policy Research Networks. Based on in-depth analysis of three recent socially-mixed projects, the paper analyses the policy and design process to define common elements for achieving social mix.
- August, M. (2014). Negotiating social mix in Toronto's first public housing redevelopment. Power, space and social control in Don Mount Court. *International Journal of Urban and Regional Research*, 38(4). 1160-1180. Analyzes processes of community engagement to foster social inclusion in Rivertowne after low income tenants returned in 2008-2010 to a mixed community with market residents. Discussion includes Borsellino (2017).
- Inclusion BC (2017). "Home is Where Our Story Begins..." A Report by Community Living BC and Inclusion BC Housing Task Force. Discussion touches on 10 projects.
- Patricia Rios, H. Elokda and E. Aristova. Happy Homes Promoting Sociability in Multi-Family Housing, Case Studies, Real Estate Foundation of BC and Happy City.
- Kathy Arthurson, Iris Levin & Anna Ziersch, "What is the Meaning of 'Social Mix'? Shifting Perspectives in Planning and Implementing Public Housing Estate Redevelopment". *Australian Geographer*, Vol. 26, 2015. (Also see Levin, below.)
- Levin, I., Arthurson, K., & Ziersch, A. (2014) "Social mix and the role of design: Competing interests in the Carlton Public Housing Estate Redevelopment, Melbourne." (Also see Arthurson, above.)
- Jill Bucklaschuk, "They can Live Here", This report assesses the operations and impacts of a housing program for Immigrants and Refugees in Manitoba.
- Hulse, Jacobs, Arthurson, Spinney, A. (2011). At home and in place? The role of housing in social inclusion, Australian Housing and Urban Research Institute, AHURI Final Report No.177). Including national case studies of Australia and the UK, the study covers concentrations of poverty and social exclusion in large-scale public housing and efforts to diversity through redevelopment. (Discussion includes AHURI 2012.)
- Wright, C.J., Zeeman, H., Kendall, E., & Whitty, J.A. (2017). What housing features should inform the development of housing solutions for adults with neurological disabilities? A systematic review of the literature. *Health and Place*, 46, 234-248. A review of 26 studies on housing for people with various developmental and health conditions (MS, CP, spinal injury, and others) to identify housing design principles that ensure access and safety. Identified 198 housing features affecting mobility and thus inclusion for these persons.

Summary #1:

Terri Peters (2014). Socially inclusive housing design in Denmark: The maturing landscape, *Architectural Design*, 84(2), 46-53.

<p>Overview: This article examines housing and urban design for an aging population to create physical and social infrastructures that work for people of all ages and abilities. The author discusses different needs at different ages and the importance of access to health care, urban mobility and opportunities to be active. “In all examples, architects adopted strategies intended to promote physical and emotional health and well-being through architectural and landscape design.” (Page 53)</p> <p>General Practices: Although the resulting buildings suggest good practices in design, such as consultation, which is implied throughout, the 'how to do it' or impacts of these practices are not explicitly detailed.</p>	
Coverage	Focused on seniors (aging population). New buildings, including rental and nursing homes. Openness and connectedness to surrounding community. Examines individual buildings and complexes with multiple buildings connected together.
Definitions & Concepts	Inclusion is defined as linked to social participation in society, quality of life and health and well-being (ensured) through design.
General Principles (or strategies, objectives)	Creating physical and social infrastructure for people of all ages and abilities. Promoting active lifestyles, reducing isolation and social stigma associated with aging.
Theoretical Basis, Social Theory, (Discipline(s), etc.)	Focuses on innovative (contemporary) architectural design for an older population. Based on built environment design.
Case Study Methods or Project Examples	Presents examples of projects such as Selund Retirement Community, Orestad Nursing Home in Copenhagen and in hospitals and other examples.
Overall Approach	To create residentialist (home-like) environments using nature and landscaping at a domestic scale to promote a healing and healthy environment.
ELEMENTS	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p>
Principles & Practices Used	<p>(Principles and Practices seen in the) Design of Projects</p> <p>Innovative design (is promoted to aid social inclusion) at a domestic scale with extensive use of balconies, courtyards, common green areas, natural light (all seen as factors which aid social inclusion). Includes some mix of uses within complexes (e.g. grocery store, rehab. centre, cafés, hairdressers, etc.).</p>

	<p>Creating welcoming entryways to the surrounding community encourages seniors to come in from surrounding areas. One example involved a child care centre to create a more mixed community feel. Common outdoor landscaped places aims to promote walking, gardening, social interactions.</p> <p>Architects note that: “Design for an aging population does not mean specific isolated facilities tacked onto existing designs but rather integrating quality and inclusive designs into daily life & the urban fabric that will last over time.” (P. 52)</p> <p>In (the) Christians Home Care Centre, the architects aimed to create places that resembled where people had lived before and promote a high quality of life using natural activities, with all spaces having views of greenery outside.</p>
Performance Indicators	Design: Although the article does not discuss performance indicators, some projects aimed to bring programming into the complex and be open and encouraging to draw people in from the surrounding community.
Challenges & Obstacles	Design: One project discussed the challenge between privacy and security while still appearing to be welcoming and outward looking. Some projects have interior courtyards for gatherings and most stress natural light for all corridors and common areas using floor-to-ceiling windows.
Lessons Learned “Success – What Works” “What does not work – changes”	Design: Successful features include use of natural building materials (wood) to emphasize visual interest and appeal with good quality materials and finishes to promote emotional health.

<p>Promising Practices</p>	<p>Design: ‘Quality design’ reinforces the sense of value of seniors. Openness reduces the sense of physical isolation. One project used fold-up roof design to break up the scale of the building and create visual identity. Designing for health and wellness and connectedness are seen as keys to good design for seniors.</p> <p>High ceilings make buildings feel airy, more natural light is created with large windows, and having movable walls makes space adjustable for different uses. High quality furnishings, artwork, cafés and gallery space for artwork also add quality to buildings.</p>
<p>Researcher's Assessment</p>	<p>Peters' descriptions suggest highly effective design which should enable social inclusion. Follow-up research to confirm impacts would be useful.</p>

Project Illustrations (from Peters)

**Salund Retirement Community, Copenhagen, 2012
Proposal by Housing Larson Architects**



Source: T. Peters (2014), Page 48.

The Salund Retirement Community design features high-quality spaces for residents in private and semi-private rooms. The interior courtyard shows tiers of terraces and balconies around the communal landscaped area with walking paths. Integrating nature into the building’s function, natural light and green spaces are featured to promote health and activity rather than passive or decorative elements.

**Healthcare Centre for Cancer Patients, Copenhagen, 2011
NORD Architects**

The folded roof forms allows for creation of an interior courtyard area quiet, outdoor reading areas, surrounded by natural timber facades contrast with the metal cladding on public street side of the building. Designers stressed wellness and spaces to encourage physical and emotional rejuvenation.



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Source: T. Peters (2014), Page 51.

**Orestad Nursing Home, Copenhagen (2012)
JJW Architects**



Source: T. Peters (2014) Page 52.



This seniors housing complex was conceived as a 'village' with eight buildings linked by streets and squares, incorporating mixed uses (such as a ground-floor hairdresser and small-scale shopping). Private apartments have large windows and balconies, while wide hallways with floor-to-ceiling windows provide natural light. Kitchen and dining areas also have balconies and open-plan food preparation to encourage residents to make their own food. Contemporary Danish furnishings and artwork provide socializing areas to make residents feel at home.

Summary #2:

Martine August (2014). “Negotiating Social Mix in Toronto’s First Public Housing Redevelopment: Power, Space and Social Control in Don Mount Court”, *International Journal of Urban and Regional Research*, 38(4), 1160-80.

<p>Introduction: Based on the first major public housing redevelopment in Toronto, August discusses processes of community engagement to foster social inclusion in a mixed community after tenants returned in 2008-2010 to the community with 232 public housing units and 187 new market townhouse condominiums. August analyzes struggles in social interaction and control that emerged in community meetings intended to promote social inclusion in new housing developed. Increased conflict was noted, due to power imbalances and the author suggests the need for direct funding of social programs to change conditions of disadvantaged groups for transformative social change to occur.</p> <p>Mix is not enough: This article focuses specifically on the subject of social power relations and social control in the <i>redeveloped project after completion</i>. It deals with community-wide mix, not individual building. August’s results strongly indicate that low-income tenants and non-white minorities were excluded from social participation in common areas. Other research (on mixed development in Australia (Arthurson, 2014) has examined the results of similar types of redevelopment, as shown below, with similar results. Those results also show that low-income tenants were apparently excluded from social participation in common areas.</p>	
Coverage	<p>All household types (including families, single people and seniors) and a mix of incomes and tenures, with rental and market condo ownership.</p> <p>Refers to buildings and projects as whole.</p>
Definitions & Concepts	<p>Based on intentional ‘social mix’ (defined as income and household mix).in contrast to ‘unmixed’ public housing for one household type or income range) created by rebuilding with a mix of tenures including market condos. August and others have described this as state-driven gentrification for social and income diversification and reduced poverty concentration that may improve the quality of life for lower income tenants</p>
General Principles (or strategies, objectives,)	<p>Based on design preferences for New Urbanism, the neo-traditional redesign featured:</p> <ul style="list-style-type: none"> • A new park • Grid-patterned streets • Housing oriented toward streets (rather than interior courtyards) <p>In 2009, Toronto Community Housing Corporation (TCHC) (the property owner of the original site and the social housing rebuilt) hired a community development worker for two years to promote social involvement of lower-income tenants in the new community.</p>
Theoretical Basis (discipline(s), social theory, etc.)	<p>Contemporary theories of planning and urban design promoting poverty deconcentration and reduced social isolation of the poor in more healthy-balanced communities.</p>
Case Study Methods or Project Examples	<p>The case study of this redevelopment project focused on social inclusion/exclusion after redevelopment of the site, with a mix of market residents. Market residents were reported to exclude low-income tenants.</p>

Overview of Approach	<p>Intentional design for a socially-mixed new community, the processes for social integration after planning and construction proved challenging. Professional community engagement resources and methods were put in place for two years. However, new conflicts and tensions between tenants and market residents was attributed to power imbalances between the groups. A more direct funding for social programs for tenants was noted as being needed to improve inclusion of low-income tenants.</p>
ELEMENTS	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p> <p>NOTE: This article deals with processes and practices following post-redevelopment, i.e., once the built environment was in place. Therefore, the comments below relate only to the 'Operations' stage (post-2009).</p>
Principles & Practices Used post construction of new housing (i.e., the Operations Phase)	<p>Operations Stage: The physical redevelopment planning, design and construction stages were completed from 2004 to 2008, with tenants returning to the new mixed community between 2008 and 2010.</p> <p>August's article deals with a planned effort for social development in the post-construction stage, namely:</p> <ul style="list-style-type: none"> • TCHC hired a community development worker to work with the tenants to promote social engagement; • The worker developed a vision, established a steering committee (called the 'Navigators') with representatives from the community, set up 5 action teams to identify priorities (youth, seniors, training, the environment, and crime prevention and safety). • Formal meetings were held, newsletters created, applications for grant for arts and culture, workshops and special events held. <p>This intentional program was meant to create bridges and foster mixed-income integration.</p>
Technologies & Tools	<p>Operations: Principal tools included face-to-face meetings with tenants and market residents and more informal social events.</p>
Performance Indicators	<p>Operations: Attendance at meetings was said to range from 5-25 people and included a core group of tenants largely comprised of women of colour. The article notes that market residents were mainly white males.</p> <p>Positive results were seen as being over-shadowed by the more aggressive approach of some market residents involved who took control of meetings. Power dynamics emerged along lines of race, class and gender.</p>
Challenges & Obstacles	<p>Operations: Numerous struggles and challenges included:</p> <ul style="list-style-type: none"> - Different views about the official 'logo' for Rivertowne - Varied views about control of public spaces around buildings - Safety of public spaces <p>Disagreements about a proposed 'community garden' that was abandoned and landscaped instead.</p>

<p>Lessons learned “Success – What Works” “What does not work – changes”</p>	<p>Operations: Positive results from community engagement included:</p> <ul style="list-style-type: none"> • Beneficial initiatives for tenants achieved by the Community Development Worker who obtained some grants (music and theatre Seniors drop-in, children’s activities, clean-up days, BBQs). Need core funding for a staffperson to pilot these initiatives. • Tenants felt ‘heard’ and had a place to voice their concerns with their worker, which encouraged their participation. <p>What did not work in this example was improved social relations between tenants and market residents. Market residents dominated that process, reducing opportunities for tenants to have input in decision-making. Conflicts arose about the use of public ‘spaces’, particularly by youth, leading to increased police surveillance and intervention against what were termed racialized minorities.</p> <p>The author notes that it is unrealistic to expect systemic economic and racial equality to be addressed with mixed-market designs. Thus, there is an unequal terrain in these types of social mixed housing redevelopments, with income and tenure mix promoting social exclusion rather than improving social inclusion.</p>
<p>Promising Practices</p>	<p>Operations: The author does not define best or promising practices in this case example -- it is noted that direct social funding to improve conditions for tenants may be required to promote greater social inclusion. Ongoing funding for community development support workers could be beneficial. Planners and policy-makers need to be aware of the limitations and obstacles involved.</p>

Rivertowne (formerly Don Mount Court)

Source: Toronto Community Housing

Rivertowne, formerly known as Don Mount Court, is located in south Riverdale on the east side of Toronto. It was one of Toronto's oldest public housing communities and became Canada's first mixed-income public housing redevelopment community when Joel Weeks Park opened in 2012.



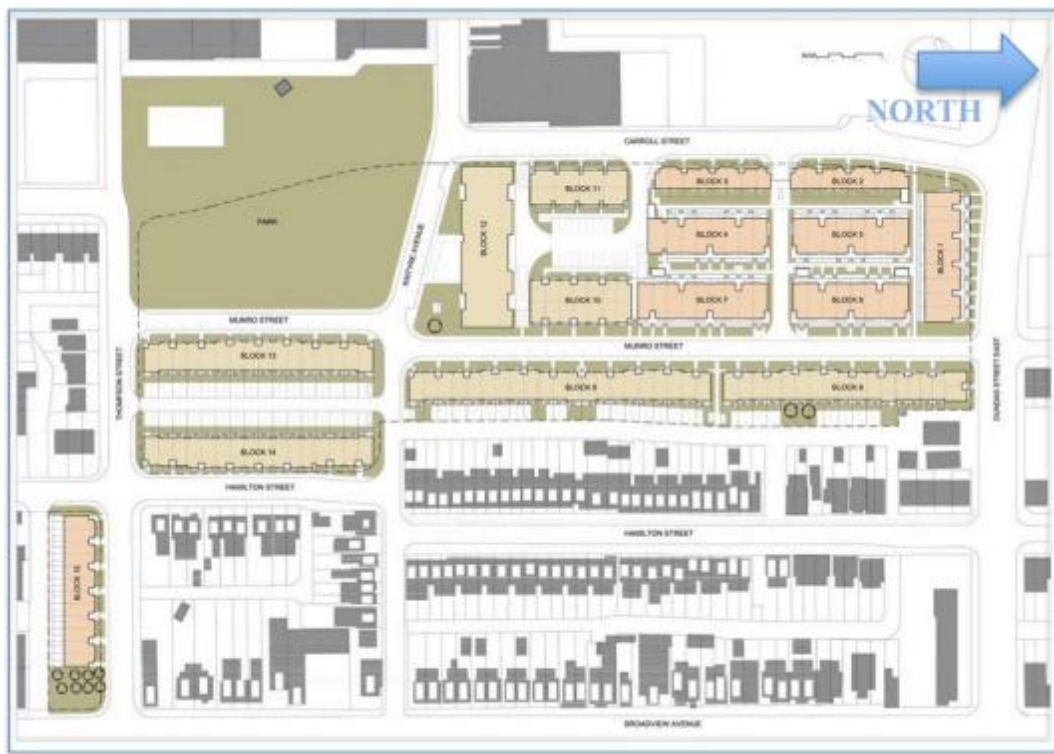
Highlights:

- Redeveloped to 232 rental units, plus 187 condominium townhome units
- A mix of one- to five-bedroom units, including wheelchair accessible units
- Design of the four-storey apartment building and townhomes aligned with the height and style of surrounding low-rise buildings to blend in with market housing
- New public streets with landscaped boulevards, courtyards and pedestrian walkways
- Munro Street extension now connects Queen Street with Dundas Street
- A two-acre neighbourhood park (Joel Weeks Park) with refurbished basketball courts, a new playground and a water play area

History

An engineering study completed in 2000 revealed extensive concrete deterioration and the need to take action to ensure resident safety and meet provincial housing standards. Based on tenant and community input and engineering advice, Toronto Community Housing decided to revitalize Don Mount Court as a mixed-income community, including both rental and ownership housing.

- The Rivertowne revitalization began in 2002.
- The project was supported by the City of Toronto and the Ontario government.
- A consultation process involved tenants of Don Mount Court, local residents, businesses and community agencies through advisory committees, public meetings and open houses over five years to ensure that local residents helped shape the final design of the new community.





Community Development

A Community Action Plan was developed, in partnership with the City of Toronto and local service providers, to help enhance the experience of everyone living in Rivertowne and support its transition into a mixed-income community. This community-driven process began in 2015 and included a *Needs Assessment Resident Working Group*. A Needs Assessment report identified the gaps, issues and opportunities for improvements in Rivertowne.



**Summary #3:
Inclusion BC (2017). “Home is Where Our Story Begins....”
A Report by Community Living BC and Inclusion BC
Housing Task Force.**

Overview: This report focuses on inclusive housing for people with developmental disabilities. Drawing on the expertise of people from around the province, strategies were developed to increase housing options and look at promising practices in BC and elsewhere. Options included integration in housing with other people rather than concentrated group home environments.	
Coverage	A focus is placed on persons with developmental disabilities and provision of housing with suitable supports they may need for independent living, based on affordable housing costs no greater than 30% of an individual's income. Typically, people with disabilities receive \$375 per month as a housing allowance.
Definitions & Concepts	Inclusive housing "means that people live in homes where they feel they are part of their community, have a sense of home and belonging, have opportunities to make contributions and receive recognition." People with developmental disabilities have a housing choice in the community that is affordable and accessible. Intentional social mix (or people with and without disabilities in housing projects and areas) improves integration and access to communities.
General Principles (or strategies, objectives)	The report identified five elements for inclusive housing for persons with developmental disabilities, namely: <ol style="list-style-type: none"> 1. Choice and Control 2. Accessibility (in their homes and to their communities) 3. Ratios of people with developmental disabilities depending on the size of development, location and design 4. Diversity of individuals with a range of interests, preferences, disability-related support needs 5. Sustainability (stability and a sense of permanency with supports)
Theoretical Basis, Social Theory, (discipline(s), etc.)	Public health theory related to individual health and well-being for quality of life. Also relates to a 'rights-based' framework that ties to social justice and equality concepts.
Case Studies or Examples of	Specific examples are identified in the report (see: Chorus Apartments in Surrey, BC).
Overview of Approach	The report refers to promising practices for housing for this group, based on examples but recognizes the need for better outcome measures. It includes detailed 'criteria' for each of the five elements in approaches for housing (see Inclusion BC Report, page 13).
ELEMENTS	Principles/Practices Shown for Specific Building Lifecycle Stages (planning, design, construction, operations, renewal)

<p>Principles & Practices Used</p>	<p>Planning: Inclusion BC stresses the importance of involving the individual and their families throughout the planning and design process. To promote choice and control within their home, individuals should have their own key, choice about who they live with, the ability to have pets, opportunity for relationships and overnight guests, choice about how to decorate their space. To promote community participation, the location should have access to amenities and transit, suitable for delivery of supports, safety, etc.</p> <p>Design: People should have the opportunity to participate in decisions about design and operation of the housing. Designs should be accessible or visitable and accommodate assistive technologies. Along with physical design, the approach should foster belonging, the ability to make friends and encourage interaction.</p> <p>Construction: The location of housing options in relation to amenities and services is important to ensure connections to the community.</p> <p>Operations: Operation of the housing involves the necessary support services. Typically, services are provided by specialized service organizations that have trained staff. At the same time, involving residents in decisions about how their housing is run is viewed as desirable. Both organized and informal social activities with the housing can promote social participation and improve feelings of dignity and self-worth. For persons with complex needs, co-ordination across service agencies promotes inclusion.</p>
<p>Performance Indicators</p>	<p>A wide range of ‘indicators’ are mentioned in the report.</p> <p>Planning: Involvement of individuals and their families in planning.</p> <p>Design: Combining suitable physical design with the right social mix, generally reflecting the ratios of people with disabilities in the community for medium and larger projects. Ensuring that needed supports are in place.</p> <p>Construction: Building housing in locations which allow for participation in the community as well as in the building.</p> <p>Operations: Increased quality of life, a sense of belonging, opportunities to contribute, make friends, interact with others.</p> <p>Renewal: Ensuring stability of housing, permanency and needed supports to sustain inclusion.</p>
<p>Challenges & Obstacles</p>	<p>Limited information on challenges and obstacles were noted.</p> <p>Planning: Funding to provide affordable housing and the support services required.</p> <p>Design: With diversity, designs have to be safe for all and low risk for those people who have higher support needs.</p> <p>Construction: Location of housing in suitable areas may be a challenge to ensure community participation.</p> <p>Operations: Affordability is the main challenge, due to low incomes of individuals. Access to supports needed can be a constraint in some areas.</p>

<p>Lessons learned “Success – What Works” “What does not work – changes”</p>	<p>Planning: Promoting mix ratios and good locations are seen as enhancing participation in the life of the buildings and the community.</p> <p>Design: Ensuring that designs match people’s needs and ensuring the delivery of support services that are needed.</p> <p>Construction: Universal design and promoting accessibility.</p> <p>Operations: Promoting social integration and involvement in the housing and community. Enables social independence (independent living).</p> <p>Renewal: Avoiding concentrations of people with developmental disabilities is promoted as working better than high ratios in buildings. Enables independence and integration with other people.</p>
<p>Promising Practices</p>	<p>Planning: Involving individuals and families at an early stage of planning and design is seen as a positive practice.</p> <p>Design: Combining good physical design with providing for needed support services ensures needs are met.</p> <p>Construction: Ensuring accessibility and good locations for community amenities promotes social connections.</p> <p>Operations: Encouraging participation and interaction within buildings and links to the community supports improved well-being.</p>
<p>Researchers' Assessment</p>	<p>This report suggests highly effective development processes to aid social inclusion. Follow-up research to confirm impacts would be useful, however.</p>

Chorus Apartments, 153rd Street, South Surrey, BC

Owned by Peninsula Estates Housing Society – Inclusive and Affordable Housing

Chorus is one of two inclusive and affordable housing properties owned by Peninsula Estates (the other location is on 20th Avenue in Surrey, BC). Peninsula is a partner in UNITI and is affiliated with Semiahmoo House Society (SHS) and The Semiahmoo Foundation (<https://pehsliving.com/>). The goal of Peninsula Housing is to enable people to live in inclusive and affordable housing that reflects the diversity of their community. Other similar groups include the Delta Housing Be Mine Society that was formed to bring families and organizations together to create affordable and inclusive housing for a multi-age range of adults with varying abilities.

Chorus opened in 2016 with a focus on independent living units. It took 10 years to complete this development from the first vision of the SHS with special funding from the province to help reduce rents. With intentional mix and diversity, the housing features diversity on all dimensions:

- Rental housing for people with low to moderate incomes and people with disabilities.
- 21 of the 121 rental units have supports provided by the Semiahmoo House Society.
- Chorus has below market rents starting at \$725 for a studio which is 15% below market rent in the area.
- Tenants include older, retired people, families with children and young adults in their 30s with developmental disabilities living independently, having control of their lives and receiving the support they need.
- Semiahmoo House has drop-in three times a week. There are regular social activities, movie nights, parties and outings which build friendships and the sense of community.
- One resident lives with his young son to be close to his brother who lives in one of the supported units.
- Adult people with developmental disabilities are able to live independently and build relationship with other residents who provide support to each other.
- Some of the tenants have parents living in the community and they can continue their regular relationships as 'neighbours', with adult children living independently for the first time.



Summary #4:

Patricia Rios, H. Elokda and E. Aristova. Happy Homes Promoting Sociability in Multi-Family Housing, Case Studies, Sponsored by the Real Estate Foundation of BC and Happy City.

<p>Overview: The Happy Homes Project in BC developed principles for boosting social well-being in multi-family housing. This report presents a series of international case studies, including an example of a co-housing project in Vancouver, BC based on these principles. Sometimes referred to as <i>'intentional communities'</i>, these are based on a high degree of member involvement, communal activities and shared responsibilities.</p> <p>Key perceptions and outcomes: These case studies reflect perceptions and outcomes pointing strongly at the benefits of an inclusionary model of project development.</p>											
<p>Coverage</p>	<p>The Happy Homes Project in BC had the goal 'to address social isolation and boost community resilience by promoting positive connections among neighbours living in multi-family buildings.' Housing designed to promote sociability can cover all types of household (families, single people and seniors) in newly developed condo-type multiple unit projects.</p> <p><i>The researchers note that the project was not designed for affordability, but rather middle-income comfort.</i></p>										
<p>Definitions & Concepts</p>	<p>The case studies showed intentional social mix with strong, positive social relationships for communal living, promoting individual and community well-being. The co-housing model is based on principles of communal living, doing things together, participation and shared responsibilities for the design and operation of housing communities. To-date, co-housing projects have been based on individual ownership of condo-type units within a project that also includes shared, common areas. (In BC, development under 'strata-title' not common elsewhere.)</p> <p>The co-housing model is not collective or co-operative ownership of a project. Most are not non-profit but there is an alternate model through Livewell, a non-profit offering development and property management services. In some Vancouver projects, Happy Homes is providing development services.</p>										
<p>General Principles (or strategies, objectives)</p>	<p>Basic design principles for co-housing type models typically include: diversity of housing forms, flexible spaces, social corridors, hierarchies of private, semi-public and public spaces, and small group sizes. Strategies are to maximize social interactions and participation by creating spaces for doing things together.</p> <p>In Happy Homes case studies, projects are rated on 10 principles for boosting social well-being, namely:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">1. Doing things together</td> <td style="width: 50%;">2. Exposure</td> </tr> <tr> <td>3. Tenure</td> <td>4. Social group size</td> </tr> <tr> <td>5. Feeling safe</td> <td>6. Participation</td> </tr> <tr> <td>7. Walkability</td> <td>8. Nature</td> </tr> <tr> <td>9. Comfort</td> <td>10. Culture & values</td> </tr> </table> <p>Case study results show varied combinations of these principles, i.e., individual projects do not cover all of these.</p>	1. Doing things together	2. Exposure	3. Tenure	4. Social group size	5. Feeling safe	6. Participation	7. Walkability	8. Nature	9. Comfort	10. Culture & values
1. Doing things together	2. Exposure										
3. Tenure	4. Social group size										
5. Feeling safe	6. Participation										
7. Walkability	8. Nature										
9. Comfort	10. Culture & values										

Theoretical Basis (social theory, discipline(s), etc.)	Draws on frameworks from sociology, psychology, public health fields, linking social functioning to individual emotional well-being and happiness.
Case Study Methods or Project Examples	The BC report presents 10 summary case studies to illustrate how principles were applied in practice.
Overview of Approach	<p>Reports illustrate positive feedback from residents when they are involved pre-development. This allows them to have input to the types of spaces they prefer in their housing and build social bonds.</p> <p>Good practices appear to be:</p> <ul style="list-style-type: none"> • Resident participation in design • Small group sizes with people who have shared interests in common or shared activities • Diverse built form and hierarchies of flexible spaces for private and shared activities to promote contact and support to each other • Visual connectedness, integrating nature, natural light, gardens, etc. • Sharing of responsibilities for operations and management decisions
ELEMENTS	PRINCIPLES/PRACTICES SHOWN FOR SPECIFIC BUILDING LIFECYCLE STAGES (planning, design, construction, operations, renewal)
Principles & Practices Used	<p>Where groups of people with shared values and interests come together to develop the type of housing they prefer for themselves, and when they have the ability to afford the financial costs of buying a home in the community, group members can be actively involved in all processes. Decision-making models are typically based on a consensus among members of the group.</p> <p>Planning: Group meetings with architects, planners and/or designers to develop initial concepts and detailed plans.</p> <p>Design: With a traditional mode, the group meets with designers and architects to develop detailed designs of units and common spaces. Small projects with 20 or units can have 2,000-3,000 sq. ft. of common space/floor area.</p> <p>Construction: Some groups undertake their own construction management. Some have chosen a different model described as ‘<i>co-housing lite</i>’ where the design and construction is turned over to a developer. The group can still provide some input but is not responsible for the complicated and time-consuming details. This approach could be easier and faster than the traditional co-housing model. (Urban Village co-housing in Vancouver opted for this approach, for a 12-unit complex to be completed in 2020. This group opted for no car parking and shared laundry as cost-savings.)</p> <p>Operations: Once the project is completed, residents are responsible for property management, maintenance and financial responsibilities. They also take turns preparing meals for all families in the shared kitchen.</p> <p>Renewal: Policies may be established by residents for the turnover (sales) of units in a project to ensure that purchasers share common interest with the community, its policies and practices.</p>

Technologies & Tools	<p>Limited information provided on this topic. Some projects seek to maximize energy conservation and to minimize use of automobiles (emphasis on walkability, bicycles and transit). Use of 'shared' equipment (e.g. a lawnmower or tools) can minimize costs.</p>
Performance Indicators	<p>No standard sets of performance or outcome measures were apparent for any of the stages.</p>
Challenges & Obstacles	<p>Reports suggest that resident participation effect is difficult to maintain. Development process is long (4-5 years). Decisions at every stage pose challenges where compromises on opinions make collective decisions time-consuming, slowing down the process.</p> <p>Affordability remains a challenge. In the Vancouver Co-housing project, units sold for \$285,000 to \$800,000. Buyers could opt for smaller units at a lower price, given that there are 'common' areas they can use. The City required 2 of the 31 units to be rentals in perpetuity. These were purchased by the group and rented out for \$1,500 to \$2,900 per month for a 3-bedroom unit. Once mortgages are repaid, rental revenue returns to the group for ongoing repairs etc.</p> <p>Planning: Resolving differences among members can be time-consuming and delay the process.</p> <p>Design: Working with designers/architects can be lengthy and may not meet everyone's preferences.</p> <p>Construction: When a group decides to carry out construction management, the tasks can be burdensome to residents and decision-making time can cause delays.</p> <p>Operations: Problem-solving to resolve conflicts among members can be time-consuming. Issues noted include: different views on behaviours of children, varied participation in undertaking duties for upkeep or running the housing, dealing with variations in lifestyles and schedules. Managing use of common spaces may be more challenging than expected.</p> <p>Renewal: Groups may not have control of the new members moving into the community. Agreement of new members to established policies may be difficult to obtain.</p>
Lessons learned “Success – What Works” “What does not work – changes”	<p>Projects adopting these principles are in the early stages and it may be premature to assess lessons learned.</p> <p>Planning: Having a group with shared values and interests may facilitate the process of working together to plan a project.</p> <p>Design: Having a clear concept and a designer experienced in working with a group may be helpful.</p> <p>Construction: Having members with some construction management experience and time to undertake the tasks may be an asset.</p> <p>Operations: Obtaining advice on how to manage the property could be helpful or some groups may choose to contract property management services.</p> <p>Renewal: Thinking ahead about the sales and entry of new members may help to prepare for turnover in membership at some point.</p>

<p>Promising Practices</p>	<p>Obtaining advice from other groups or those with expertise, learning from the experience of others may be useful.</p> <p>Planning: Involvement of interested buyers in the early phase is seen to be beneficial (social participation to identify housing preferences).</p> <p>Design: Active involvement of future buyers in the detailed design of units and public spaces helps articulate their goals with community living.</p> <p>Construction: Where future residents are actively involved in construction, they may have a better understanding of the implementation (or changes in) designs.</p> <p>Operations: Involvement in operating their housing may build stronger social relationships with neighbours and encourage mutual supportive communities.</p> <p>Renewal: Being prepared for the addition of new members into the community may ease the turnover process when people move.</p> <p>The expected (or perceived) benefits of sociability for social well-being for residents still needs to be assessed.</p>
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Project Example: Vancouver's First Co-housing Project – East 33rd Ave. – Opened in 2016

- 31 unit project for families, seniors, empty nesters, couples and singles, that is, intentional social mix. Mix of unit sizes (bachelor to 4-bedroom) for a mix of household sizes. No targets for vulnerable groups in the NHS.
- Illustrates principles of: feeling safe, doing things together, comfort, walkability and tenure.
- Took 4 years to complete with a rezoning process. Large common areas and community meals.
- The group acted as the developer to acquire the land to avoid a developer's mark-up.
- Balconies and porches face an interior shared courtyard maintained by the members.
- Feeling safe is enhanced by social bonds, doing things together.
- Located in a vibrant neighborhood with shops, services and walkability.
- Residents could size up or down as family needs change (if units were available).
- Unit prices range from \$285 to \$800,000. Buyers have own mortgages for their units.





Summary #5:

Kathy Arthurson, Iris Levin & Anna Ziersch (2015). "What is the Meaning of 'Social Mix'? Shifting Perspectives in Planning and Implementing Public Housing Estate Redevelopment". *Australian Geographer*, Vol. 26.

This paper examines a variety of perspectives on the concept of social mix, drawing on a case study of the implementation of a redevelopment project in Melbourne, Australia. Main data sources were interviews which were conducted with public tenants, homeowners and homebuyers, private renters and local service providers at the Carlton Housing Estate to explore the diverse perspectives of various stakeholder groups as estate design and implementation shifted.

The first part of the paper provides a theoretical overview of internationally predominant academic debates around policy interpretations of this concept, namely social mix as a means for promotion of social inclusion; and as a state-led form of gentrification. These two arguments are usually presented as one, with social inclusion and reductions of concentrations of disadvantage one side of the 'social mix policy' coin, and state-led gentrification the other. This paper explores the question of whether these two ideas about social mix are shared by different stakeholders.

The study noted that, as a result of the global financial crisis and the developers exerting pressure on government, there was a gradual move away from perceiving social mix as a policy tool for encouraging social inclusion at Carlton, between public housing tenants and private residents, towards a different form of social mix and inclusion. The revised form of social mix at Carlton was perceived as a means to harness market capital and attract higher income residents to the inner city.

Overall, the paper shows that in this Australian project, social mix did not lead to interaction, participation or inclusion. In this respect, the findings were very similar to those for Don Mount Court, Toronto (August, 2014).

Overview & Coverage of Groups and Housing Types	This renewal project included all household types (families, single people and seniors) and a mix of incomes and tenures with rental and market condo ownership.
Definitions & Concepts	'Social mix' is defined primarily in terms of mix of tenures -- private market ownership and low income renters -- public housing tenants. Arthurson describes the model as state-driven gentrification for social and income diversification and reduced poverty concentration. The original concept was that "salt and pepper" arrangements would mix market and non-market units in each of several buildings [the theory being that such 'mixing' could improve the quality of life for lower income tenants. Mixing in buildings was, however abandoned as the project developed.
General Principles (or strategies, objectives)	The original plan for mixing market and non-market residents was abandoned in favour of a highly segregated model: "The final design resulted in construction of three separate buildings, one for public tenants and two solely for private occupants, positioned around an internal courtyard with each building fronting a different street. From the perspective of the Carlton public housing community, this form of social mix, combined with a community garden that was only accessible to the private residents and the three buildings having separate entrance doors, foyers and car parks, reduced opportunities for

	<p>productive social interaction between the different housing tenure groups." (P. 497)</p> <p>"... in the end no public shared open space was created where tenants and private residents could interact. Instead, an open private space, positioned between the three buildings, is accessible only to private residents and not public tenants. This internal space has become a space of contention. It is visible from the balconies of units in all three buildings, including the public housing building, which means that public housing tenants can watch over the garden but not access it."</p>
Theoretical Basis (discipline(s), social theory, etc.)	The rationale for this 'mixing' orientation was that contemporary theories of planning and urban design promote poverty deconcentration and reduced social isolation of the poor in more healthy-balanced communities.
Case Study Methods or Project Examples	One case study of a major redevelopment project is examined in this paper.
Best/Good/Promising Practices for Socially-Inclusive Housing Design	In fact, <i>poor practices</i> were revealed. For example, by denying low income tenants access to common areas. These findings were very similar to those for Don Mount Court (see: August 2014).
ELEMENTS	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p>
Principles & Practices Used	<p>Planning: The project began with the concept of a 'salt and pepper' mix of units within buildings. This model was abandoned however, in favour of 3 separate buildings, segregating market and low-income tenants. The goal was to attract higher income people to the inner city.</p> <p>Design: An inner courtyard between buildings was constructed, to allow for social contact. In practice, however, the common space was only open to higher income residents.</p> <p>Construction: No specific building-lifecycle insights were noted by this paper.</p> <p>Operations: Three buildings operated separately. Locked inner courtyard reserved for condo owners.</p> <p>Renewal: A renewal project which was aimed at a diversity of residents, bring higher income people to the inner city.</p>
Challenges & Obstacles	<p>Planning: Resistance to mixing units within buildings led to a change in plans.</p> <p>Design: Design concept changed to separation of income levels in 3 buildings & minimizing social contact among the residents.</p> <p>Construction: No specific building-lifecycle insights were noted.</p>

	<p>Operation: Low-income tenants were unable to use the inner courtyard which was kept locked and was only accessible by higher income (market) residents.</p> <p>Renewal: Main challenge was making decisions about how the mix of residents would be created within the built environment.</p>
<p>Lessons learned “Success – What Works” “What does not work – changes”</p>	<p>Planning: Concepts for renewal can change from initial plans.</p> <p>Design: Creating a restricted courtyard created animosity and reduced social interaction.</p> <p>Operation: Decisions about the mixing of units within buildings can affect opportunities for social interaction. Creating restricted ‘common areas’ does not promote social interaction.</p> <p>Renewal: Showed the shift in goals as planning and design unfolded. A key lesson may be to establish clear goals from the outset. Governance was a serious concern as domination by market rent tenants reduced inclusion for low income tenants (i.e., restricted access to common facilities).</p>

**Carlton Housing Estate -
Wall and locked gate separating private residents and rental units**



Summary #6:

Levin, I., Arthurson, K., & Ziersch, A. (2014). "Social mix and the role of design: Competing interests in the Carlton Public Housing Estate Redevelopment, Melbourne." (Cities)

This paper provides findings from a case study of the Carlton Public Housing Estate Redevelopment in Melbourne, Australia. The study collected data through a variety of methods, including on-site observations, interviews with tenants, service providers, and residents who lived in nearby private buildings, as well as a survey of tenants.

The social mix policy approach was applied as a common reaction to the multiple-disadvantage increasingly present in public housing estates in western cities. This approach and its social effects on socially-mixed communities have been studied widely; however the physical form or arrangement of models that such communities are formulated around have been largely missing from this discussion. The importance of design principles as well as the barriers to their implementation in mixed-tenure communities has been largely overlooked.

The authors investigate these factors in a case study of the Carlton Public Housing Estate Redevelopment through an analysis of in-depth interviews with public housing tenants, private residents and service providers. The findings show how the implementation of design 'principles' was contingent on political and economic decisions made by government and private enterprise stakeholders.

Perceptions of whether the physical design of the redevelopment contributed to the lack of successful social mix varied between tenants, government officials, private developers and private residents. The authors conclude that, partly due to the way that economic interests compromised the implementation of preferred design principles undertaken in the Carlton Redevelopment Project (Stage 1), neither housing tenure mix nor social interaction has been successfully experienced by public and private residents in the estate.

The authors examine the role that housing design plays in socially inclusive housing, in particular, where and how tenants interact (and are able to interact) with each other. They also look at what factors contribute to successful implementation of housing tenure mix and what factors hinder successful implementation of tenure mix. See also Arthurson et al. (2015).

<p>Overview & Coverage of Groups and Housing Types</p>	<p>A study of a large-scale public-private redevelopment of an existing public housing project - Carlton Housing Estate. The project is comprised of 3 sites: Lygon; Keppel; and Elgin. This paper is focused on the Lygon site which contains varied unit sizes, mostly 1-2 bedroom units, with a smaller number of 3-4 bedroom units. All groups are covered: families, single persons and seniors.</p>
<p>Definitions & Concepts</p>	<p>The authors note: "Recent research has demonstrated that the spatial layout and physical arrangement of different housing tenure groups are important when considering the effects of social mix on social interaction" (Lelevrier, 2013: 6–7).</p>
<p>General Principles (or strategies, objectives)</p>	<p>The initial plan for the Lygon site was for a mix of public and private units within the same buildings -- commonly referred to as a 'salt and pepper' model or 'pepper potting' (Roberts, 2007).</p> <p>During discussions with the developers, another plan that included a mix of buildings and not units was proposed, resulting in separate public and private buildings spread on the block which allows for social interaction on the footpaths and surrounding open spaces.</p>

	<p>Community stakeholders explained that in: "The final design resulted in construction of three separate buildings, one for public tenants and two solely for private occupants, positioned around an internal courtyard with each building fronting a different street. From the perspective of the Carlton public housing community, this form of social mix, combined with a community garden that was only accessible to the private residents and the three buildings having separate entrance doors, foyers and car parks, reduced opportunities for productive social interaction between the different housing tenure groups." (P.497)</p> <p>"... in the end no public shared open space was created where tenants and private residents could interact. Instead, an open private space, positioned between the three buildings, is accessible only to private residents and not public tenants. This internal space has become a space of contention. It is visible from the balconies of units in all three buildings, including the public housing building, which means that public housing tenants can watch over the garden but not access it."</p>
<p>Theoretical Basis (discipline(s), social theory, etc.)</p>	<p>The authors sought to determine whether the Carlton Housing Estate was successful in creating a truly socially inclusive neighbourhood, based on housing design principles. As stated on page 23: "As in many other western countries, a major policy response over the past two decades has been support for changing the socioeconomic mix through implementing mixed housing tenure policies designed to deconcentrate poverty, remake public housing, and promote the development of mixed-income communities in place of the most deteriorated and problematic public housing estates (Chaskin, Khare & Joseph, 2012). These policies are based on the premise that since the isolation of disadvantaged communities leads to a range of social problems (Arthurson, 2010), by mixing disadvantaged communities with people of the larger society there can be improved social outcomes, such as better employment prospects and enhanced participation and engagement in society.</p>
<p>Case Study Methods or Project Examples</p>	<p>Qualitative and quantitative -- In-depth interviews with tenants, a survey of tenants, on-site observations in the Estate and at community events, interviews with service providers and interviews with private residents in the adjacent buildings.</p>
<p>Best/Good/Promising Practices for Socially-Inclusive Housing Design</p>	<p>Valuable lessons were learned in terms of constructing social mix housing that is truly socially inclusive. All residents need to be treated as equals (i.e., everyone has access to common areas, outdoor spaces, facilities, etc.). <i>Equality was not seen in this project.</i></p>
<p>ELEMENTS</p>	<p>PRINCIPLES/PRACTICES SHOWN FOR SPECIFIC BUILDING LIFECYCLE STAGES (If provided, information is shown for <u>lifecycle stages</u> - specifically, planning, design, construction, operations, renewal)</p>

<p>Principles & Practices Used</p>	<p>Planning: “the preference of all parties seems to be for clustered approaches of relatively small-scale clusters of affordable units (5–10 units) spread throughout the development, with similar appearance.” The project began with a concept of 'salt and pepper' mix of units, but this model was abandoned in favour of segregating market and low income tenants.</p> <p>Design: The 3 buildings fronted on separate streets, with separate entrances. The design included an inner courtyard and a community garden. Layouts and a lack of walkways between buildings did not promote social connections.</p> <p>Renewal: The main principal was to integrated higher-income condo tenure with a separate building for lower-income tenants.</p>
<p>Performance Indicators</p>	<p>Lack of full access to common areas was imposed on the low income tenants, reducing the potential for social inclusion.</p>
<p>Challenges & Obstacles</p>	<p>Differences in goals between market and low income residents was a severe obstacle to social inclusion. Limitations on who could use outdoor space became contentious.</p>
<p>Lessons learned “Success – What Works” “What does not work – changes”</p>	<p>Design: Tenure blindness must be avoided in the design process The lack of access to the central courtyard by public housing residents was a major point of contention in the final design of the site. Each of the buildings has its own entrance which does not allow for public and private residents to interact when entering or existing their building, thus minimizing opportunities to socialize.</p> <p>Management: A lack of uniform management rules between the private and public housing units was noted as a major problem, once construction was complete. Private residents complained that the public housing tenants did not need to adhere to the same strict guidelines (e.g. what can or cannot be placed on balconies).</p> <p>Lack of communications: Many of the private residents stated that they were not aware that there was supposed to be 'social mixing'. They indicated that they had paid a premium price for their units and felt that they should have sole access to the central courtyard, garden, barbeque, etc.</p>
<p>Researcher's Assessment</p>	<p>This paper affirms findings of August (2014) and Levin (2014), indicating that mix does not ensure social inclusion. Built form for mixed tenure can impede social interaction.</p>

**Carlton Housing Estate -
Private courtyard between the three buildings**



Source: Iris Levin (2012)

Summary #7: Jill Bucklaschuk. "They Can Live Here."

<p>IRCOM (Immigrant and Refugee Community Organization of Manitoba) operates two housing projects for immigrants and refugees in Winnipeg.</p> <p>IRCOM opened its first apartment building in January 1991 to provide an alternative and supportive form of housing to newcomers to Canada in their first year of residence. Its second building opened in August 2016. IRCOM House is sponsored by the Immigrant and Refugee Community Organization of Manitoba Inc., a non-profit, volunteer-based organization devoted to assisting newcomers in Winnipeg.</p> <p>This transitional housing provides newcomer families with second-stage accommodation for a period of 1 year, with the possibility of renewal for another 2 years (for a maximum of three years from arrival in Canada). IRCOM House operates two buildings. One is a 66 unit 2 & 3 bedroom apartment block at 95 Ellen St, and the other is a 60-unit, 1, 2, 3 and 3 bedroom apartment block at 215 Isabel St. Both offer such conveniences as proximity to schools, libraries, stores and shopping centres, places of worship, social service agencies, government offices, and recreational facilities. IRCOM House also provides its residents with a closeness to employment opportunities, easy access to various support service agencies, and all of the conveniences presented by a downtown city centre.</p> <p>IRCOM House operates under MHRC's Rent-Geared-to-Income (RGI) program. The rent includes amenities such as: fridge and stove, heat, electricity, and water. Some units are wheelchair accessible. IRCOM House offers on-site management and regular maintenance. A communal outdoor play space and an outdoor parking lot are some of the other conveniences offered.</p> <p>No details on design features were provided, but the report did provide a useful view of the impacts of the housing which were not provided for other projects examined. Details aspects of operations and benefits of the project, including aids to inclusion.</p>	
Overview & Coverage of Groups and Housing Types	Two Winnipeg housing projects designed to aid resettlement of immigrants and refugees are examined. The report focuses on services and how they aid inclusion of immigrants and refugees into Canadian society, rather than inclusion in the specific housing projects.
Definitions & Concepts	This paper did not define social inclusion per se, but related goals for inclusion of newcomers in Canadian society, alongside social interaction and inclusion of residents in the housing itself. Since the NHS definition for social inclusion refers to enabling the fullest participation of people in society, this example is relevant to NHS goals.
General Principles (or strategies, objectives)	Did not examine housing design issues, but rather, settlement issues and impacts of services in aiding immigrants and refugees.
Theoretical Basis, Social Theory (discipline(s), etc.)	Housing is part of the overall settlement model for immigrants and refugees to ease the transition for adults and children, connecting them with schools, health services and employment.
Case Study Methods or Project Examples	IRCOM House has two buildings for newcomer families which are close to downtown Winnipeg, and many amenities and services.
Other Program Features	IRCOM provides a full-range of services to meet the needs of refugees and immigrants. This supportive housing can be used for up to three years or when families are ready to move into their own housing.

ELEMENTS	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p>
Principles & Practices Used	<p>Planning: IRCOM's goal is to provide stable, affordable housing for families while they become established, along with the supports that they need, described as 'wrap-around' supports. Social events and workshops provide opportunities for building social connections and mutual supports to new families. These holistic supports reduce the stress for new families.</p> <p>Design: A communal outdoor play space provides opportunities for social interaction for adults and children. Proximity to amenities and services, government offices and employment helps families connect to the wider community.</p> <p>Operation: Sharing tasks, child care, information and making friends creates communities, with less exposure to discrimination.</p>
Performance Indicators	<p>Operation: According to IRCOM, the key success indicator is independence. IRCOM instills a sense of independence, gained through workshops, new skills and acquiring financial security. Affordable (RGI rents) provides for the early years until families are ready to move to other housing.</p>
Lessons learned "Success – What Works" "What does not work – changes"	<p>Operation: The fully-integrated service model, with on-site management of the housing, helps foster connections and social interaction in a stable community.</p>
Best/Good Practices	<p>Operation: Holistic and wrap-around services, along with stable housing for a 2 to 3-year period has been seen as a successful model to assist immigrants and refugees. The service model is directly related to the needs of this vulnerable group.</p>

IRCOM -- Description & Evaluation: The discussion below examines the history of IRCOM , aspects of its operations and evaluations, and how it serves the needs of immigrants and refugees. Some of the insights are derived from interviews conducted for a report on IRCOM prepared by Jill Bucklaschuk.

Needs: The importance of housing in immigrant settlement has been widely noted:

"A lack of stable housing is correlated with more marginalized social networks, higher rates of unemployment, inability to build assets and meet other needs, increased stress, and a longer and more difficult integration process overall. In other words, without adequate housing as the cornerstone, the entire structure of settlement is put at risk" (Francis and Hiebert, 2014, p. 64).

Newcomers face many barriers to finding affordable, secure and good quality housing. According to a number of studies, these barriers are quite predictable regardless of where people settle. Affordability, language barriers, a lack of knowledge, and discrimination have been consistently found to compromise newcomers' ability to find housing.

Refugees face particular challenges upon arrival in Canada. Their resettlement process and needs differ from immigrants arriving through other categories since a refugee's dislocation is often attached to trauma and linked to mental health challenges, physical illnesses, fractured families, and other struggles. Given these factors, refugees require and receive particular accommodation for housing and other settlement supports. For example, Government- Assisted Refugees (GARs) receive federal government support for temporary housing up to three- months after arrival.

History: Operating since 1991 in Winnipeg's inner city, IRCOM works to alleviate the stresses that newcomers experience in the early settlement process by providing wrap-around supports within two affordable housing complexes (IRCOM House), located on Ellen Street and Isabel Street. The organization's mission is to provide affordable transitional housing, programs, and services in an environment that empowers newcomer families as they integrate: into the wider community. It serves low-income newcomer families by providing housing and offering accessible programs and services during the first few years after arrival by offering an array of accessible supports and services within the IRCOM's buildings in which newcomers live.

Families can live in IRCOM House for a maximum of three years, gaining knowledge and skills that will lead to their independence and empowerment as they eventually find an- other place to live and settle in Winnipeg. Addressing a number of issues raised in this discussion, IRCOM acts as both housing and settlement service provider organization.

IRCOM's holistic model of providing wrap-around supports: (1) for low-income newcomer families with- in an affordable housing complex is one of few such models in Canada; (2) this reflects a number of the barriers that immigrant and refugee families face both in the housing market and when accessing settlement services. Focusing on providing affordable housing for low-income immigrant and refugee families, rent at IRCOM House is subsidized. Housing and rent subsidies are available through a sponsor management agreement between Manitoba Housing and Renewal Corporation (MHRC) and IRCOM.

Many IRCOM residents compare their current circumstances with those of their past. After having left places where they regularly felt threatened or experienced violence, living in downtown Winnipeg is a welcomed reprieve from the insecurities of their past. All residents appreciate that IRCOM takes safety seriously, and the security of the building eases many burdens for families who are resettling.

Learning and Settling: Designed to assist newcomers as they navigate their new home, the resources provided by IRCOM equip families with the skills, information, and confidence necessary to establish a well-rounded life in Winnipeg. In addition to formal workshops and programs, IRCOM staff are always available to answer questions, offer one-on-one assistance, or provide referrals to other services in the city.

Newcomer families learn about the myriad steps they must take to settle in Winnipeg, including how to cope with winter weather, where to buy familiar groceries, and learning the history of Indigenous peoples in Canada. These resources introduce these newcomers to many new and unfamiliar processes, services, and norms. Workshops are provided on policing, the law, parenting, banking, and other general orientation resources.

Among these services, most residents mentioned the importance of the financial management programs at IRCOM and credit these with their ability to achieve their goals. Since the banking system in Canada is completely unfamiliar to newcomers, it takes time to learn about things like mortgages, savings accounts, investments, credit, and debt. Furthermore, many refugee families are low-income, owe thousands of dollars for their transportation loans, and have little access to financial resources, outside of government assistance (Silvius et al., 2015). The Assistance and Capacity Building Programs which, in partnership with SEED Winnipeg, includes the Asset Building Program, Saving Circle, Individual Development Account, and the Transportation Loan Repayment programs, allows families to pay down debts, purchase furniture or computers, and save for education.

Child Care: Many residents focus on the supports that are provided for their children. Child care can be a significant concern and hinder one's ability to access supports. Scheduling of workshops can be inconvenient for tenants working night shifts or with irregular work schedules. One of the most commonly discussed programs is the After School Program, which parents credit for their children's academic improvements and achievements.

Events: Families can participate in a number of organized events and activities that not only bring them together with other tenants but also introduce them to the wider community. For example, IRCOM often organizes activities such as field trips to various Winnipeg attractions, which families may not otherwise be aware of, or able to attend. The popularity of workshops and programs can mean that they become full quickly.

Services: Residents recognize the importance of having access to affordable, safe housing and a robust array of support services while living there. In particular, parents observe how important the supports at IRCOM are for their children, as they see their academic abilities increase and their social lives flourish. Residents have access to a full range information and supports within the walls of their place of residence. They are linked to a large, diverse network of people living in the same place, with shared experiences. Life at IRCOM is, for the most part, collectively oriented, with families helping out one another with such tasks as child care and grocery shopping. There is a reciprocity among people and they are eager to assist newly arrived families, sharing the knowledge they have obtained. The model works well for families and the benefits of having wrap-around supports coupled with affordable housing are numerous. People are given both the space and tools to grow during what is a highly stressful and important stage of their settlement process.

Searching for Housing can be a stressful process, requiring much time and effort. Most residents who moved out earlier did not wish to do so, but they feared a lack of supply and afford ability in the rental market. The majority of families cannot afford apartments in the private market, especially since they often require three bedrooms or more. In fact, many residents refer to prices in the private market as 'a nightmare' or 'too scary', so they seek affordable and subsidized housing through either Winnipeg Housing or Manitoba Housing. Once they are able to find a place that is affordable, it is often not of a suitable size or in a preferred neighbourhood. Many residents feel pressure to leave IRCOM by the deadline.

Leaving IRCOM is very difficult for families since, for 3 years, their lives have become rooted in the neighbourhood. Their children are in school and have friends either in the building or area. Grocery stores and doctors are nearby. They know the bus routes but can walk to most places. It is a scary proposition for many to have to move to another, unfamiliar area of the city. If they are unable to find places nearby, some parents may choose to leave their children in the same school, which increases commute times, but makes things a bit easier on children's lives. but having to leave the neighbourhood can feel like yet another dislocation for some families.

Although the majority of residents move into rental accommodation after living at IRCOM, three families did buy a house. When asked about their long-term housing goals, most families do want to eventually own a house, but it is not always feasible after being in Canada for only three years. For those that do buy a house, they credit IRCOM with giving them the resources and knowledge that made the process of buying possible. Without the workshops, programs, and supports, they would not have been able to pursue language learning, which then led to a job, which then led to the ability to save money for a house. IRCOM gives families the essential building blocks needed to pursue home ownership.

People gain confidence, they learn about what it would entail, they can pay down their transportation loans and other debts, they can go to school and get credentials that will enable them to find a good job, and then they can obtain a mortgage and buy a house. It is a remarkable achievement for immigrant and refugee families to be in a position to purchase a home three years after their arrival in Canada and IRCOM gives people the tools to make it possible.

After IRCOM: Social Isolation And Loneliness: Living away from IRCOM can be a lonely experience. The sense of community at IRCOM -- in hallways and between apartments -- is seldom replicated once they move. Upon moving into a new neighbourhood, many residents attempt to meet neighbours and develop relationships, but few succeed. Most former IRCOM tenants explain that they find people in their new neighbourhoods to be unfriendly or simply 'always inside'.

Those who have moved out of IRCOM often speak of being alone. They talk about IRCOM as a family, a community, where people help one another and there is energy and vibrancy. In their new neighbourhoods, they do not have that sense of community or connection with others. Isolation and loneliness were reported to be particularly difficult for children. After living at IRCOM where they could access multiple programs, a secure playground and friends who lived either next door or a short elevator ride away, moving into a new place extracts them from familiar friend groups and socializing. In addition to longing for social connections and a sense of community in their new neighbourhood, residents also miss the ease of access to programs, workshops and supports that exist at IRCOM.

Encountering Discrimination: IRCOM also protects against discrimination. When asked directly, nearly everyone interviewed stated that they have not experienced discrimination and that they believe Winnipeg is welcoming to immigrants and refugees. However, stories of discrimination do emerge in other ways. One woman said she hadn't experienced discrimination but when asked if she thought people in Winnipeg were friendly, she recalled a time when she was spat upon at the mall while shopping with her son. Another woman recounted stories of a building manager in her new place yelling at her to speak English when she could not communicate a problem.

An illustration: Unknowingly, one resident applied for a job with his African name, he rarely received calls for an interview, but with another name, he received calls. The only thing he would change on the resume would be the name. This experience, combined with experiences of his children in school, led him to conclude that systemic discrimination negatively impacts him and his family, which deeply frustrates him. As a result, he has a conflicted opinion about living in Winnipeg. On one hand, since he has been in the community for quite some time, he and his family feel settled. Things are also more familiar and easier than they were in the past. On the other hand, he reflects on his challenges in pursuing his own education, dealing with his children's school, or other day-to-day interactions and feels as if he has experienced systemic discrimination.

Independence as a Success Indicator: Despite the struggles and the feelings of loneliness, ultimately, residents explained that they are prepared to leave IRCOM. They have been able to save money, gain skills, learn about their new community, and establish themselves in Winnipeg. IRCOM instills a sense of independence in people, as they offer the supports and services needed to navigate the settlement process and prepare for life beyond the walls of the building. Former tenants recognize how important the knowledge that they gained in the workshops is to their post-IRCOM life and many view their time living there as a period of 'growing up', acquiring experiences and skills over time and eventually getting to a point where they feel confident and familiar with their new lives. One participant likened herself to a baby upon moving to Canada, with little knowledge and a bewilderment of her surroundings. Now that she has completed her time at IRCOM, she feels prepared and ready to move on. Many see their time at IRCOM as having provided a 'strong base' upon which they can settle and build a full life.

Summary #8:

Hulse, Jacobs, Arthurson, Spinney, A. (2011). At home and in place? The role of housing in social inclusion, Australian Housing and Urban Research Institute (AHURI Final Report No.177)

<p>Overview: This paper contains national case studies of inclusion Australia and the UK (focused on a definition of inclusion as obtaining housing, versus homelessness as exclusion). The study covers concentrations of poverty and social exclusion in large-scale public housing in these nations and efforts to diversity through redevelopment.</p> <p>Discussion includes AHURI (2012). "<i>How does the concept of social inclusion play a role in housing policy</i>". <i>Research and Policy Bulletin</i>, Issue 156, September 2012, ISSN 1445-3428.</p>	
<p>Overview & Coverage of Groups and Housing Types</p>	<p>Focuses on the national level with case studies of the United Kingdom and Australia.</p>
<p>Definitions & Concepts</p>	<p>This paper describes inclusion as having adequate housing versus 'exclusion' as living in poor quality housing or having no housing at all. By definition, all programs and measures to provide stable, adequate housing or reduce homelessness promote social inclusion. The authors note:</p> <p>"Having a home, living in appropriate housing and belonging to place all have a role to play in social inclusion/exclusion. All are affected by the interaction of housing market factors, government policies and the preferences and actions of individuals/households over time, which we refer to as housing processes. It is widely recognised that people can be excluded from housing. They can also be excluded from society through housing processes, for example, living in poor quality accommodation, living in housing types or neighbourhoods that are unsafe, being restricted to accessing housing in areas with poor transport links or few job prospects, or living in places with inadequate facilities and poor access to services. It is neither accurate nor useful to think in terms of a dichotomy between those who are housed (included) and those who are not housed (excluded).</p> <p>In many respects, the most important learning from the deployment of the social inclusion/exclusion concept in the two cases is in understanding that the experience of homelessness is a complex, multifaceted, cumulative and sometimes enduring process. Different groups of homeless people have different needs at different stages of the life cycle, and require customised and coordinated responses rather than 'one size fits all' interventions. Focused attention and resources over a long period are important but can be difficult in the context of short-term political cycles. Effective interventions are based on housing accompanied by support services and there is growing evidence that the best strategies are those where support follows people, rather than people moving to get the support. The availability of resources not tied to traditional mainstream programs, and agencies working together to develop 'whole of government' approaches that entail developing a culture which supports this, including developing reporting and accountability mechanisms, can stimulate innovative approaches."</p>

<p>General Principles (or strategies, objectives)</p>	<p>Issues are framed in relation to macro-policies, addressing poverty and income security.</p>
<p>Theoretical Basis, Social Theory, (discipline(s), etc.)</p>	<p>Considers a wide range of indicators of housing disadvantage for evaluations, the authors note:</p> <p>"Views on the concept of social inclusion and its relation to housing processes. The role and effectiveness of policies on homelessness, housing and place in promoting social inclusion; Indicators of social inclusion relevant to homelessness, housing and place; Linkages between housing and other public policies in promoting social inclusion, for example, health, education and community services; Governance issue in implementing policies and programs to improve social inclusion; Evidence on outcomes (evaluations); Innovations."</p>
<p>Case Study Methods or Project Examples</p>	<p>No specific examples were presented of appropriate projects. However, the report did comment on the pitfalls of <i>place-based programs (such as large-scale redevelopment projects)</i>:</p> <p>General learning on governance of place-based programs: "Large area-based initiatives take time to set up, and expectations about quick results need to be managed. The initiatives' objectives should be related to the timeframe. For example, as indicated in the UK interviews, it often took one to two years for NDC local projects to be developed and for expenditure to commence, and it was not until years four to six that major expenditure occurred. It is important to have a year zero in which local partnerships can be established and planning take place. It is also important to manage expectations; local residents and stakeholders can have unrealistic views in relation to the speed with which projects can be delivered, and the degree to which benefits will be distributed across all of those living in the area.</p> <p>In this respect, early attention to improving the housing and physical environment can be important because the area looks better and this in itself can provide a catalyst for further change. Some areas in which this can be done are internal fit-outs, fences, landscaping, pathways, security and lighting. Sometimes these can be linked into social enterprise training and employment schemes.</p> <p>It is clear to see that in NDC areas and Housing Market Renewal areas, that there have been huge improvements: the physical changes are very visible. <i>(Interviewee UK)</i></p> <p>A key issue with area-based initiatives is what happens when the initiative and its funding comes to an end. In the context of NRV, it was felt that time limits are not necessarily a bad thing as:</p> <p>... no-one wants to be part of a project forever. (interviewee Victoria)</p> <p>The important point, however, is that while a project may end, the place-based approach should not. In the case of NRV, there has been a 'mainstreaming' process at the end of the projects and, in some</p>

	<p>cases, there will be a continuing community governance committee, as with two high rise estates in Melbourne. In the case of the Fitzroy estate, the ongoing governance structure will oversee community buildings funded under the Housing Affordability Fund. Some of the principles of place management have also been applied in other 'hot spots' (NRU 2011)."</p>
<p>Best/Good Practices for Socially-Inclusive Housing Design</p>	<p>None identified for buildings, but consultation was emphasized for broad program development:</p> <p>Homelessness, along with literacy/numeracy, was the first area for action under Tasmania's Social Inclusion Strategy (Adams 2009) and strategic development was also influenced by a report by the founder of Common Ground (Haggerty 2008). A Tasmanian Homelessness Plan (DHHS 2010) was subsequently developed following community consultation. (This plan) emphasizes prevention and early intervention and revolves around specialist housing services delivered by the community sector and based on an Integrated Continuum of Support model. The key components are case management and interim accommodation, with support services following the person rather than being tied to the property."</p>
<p>ELEMENTS</p>	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p>
<p>Principles & Practices Used</p>	<p>Planning: Given very lengthy timeframes for rebuilding, suggests early interventions should improve the existing housing and physical environment - visible upgrading (fences, lighting, landscaping, security, etc.) changing the image of the area. Along with physical improvements, community development plans put in place in early stages should continue during and after renewal.</p> <p>Operation: Completing improvements to the built environment can improve resident satisfaction with their areas. Participation of residents during renewal should continue after building processes are completed. Argues for the principles of 'place management' after renewal to sustain improvement.</p>
<p>Challenges & Obstacles</p>	<p>Planning: Length of planning process and <i>redevelopment is major challenge before any benefits are achieved.</i></p> <p>Operation: When 'projects' come to an end, community supports may also be withdrawn, and effective governance structure need to be in place to sustain community engagement.</p>
<p>Lessons learned "Success – What Works" "What does not work – changes"</p>	<p>Planning: Have clear expectations from the beginning on who will benefit from the renewal process.</p> <p>Operation: Ongoing community involvement and participation required once buildings are completed.</p>

Best/Good Practices	<p>Planning: Early, visible improvements in an area can enhance the image of the community.</p> <p>Operation: Setting up continuing participation and ongoing programming should extend before the physical rebuilding on the sites.</p>
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Summary #9

Wright, C.J., Zeeman, H., Kendall, E., & Whitty, J.A. (2017). What housing features should inform the development of housing solutions for adults with neurological disabilities? A systematic review of the literature. *Health and Place*, 46, 234-248.

<p>Summary: A comprehensive review of 26 studies related to housing for people with various forms of severe developmental and health conditions (MS, CP, spinal injury, and others) to identify the housing design principles that ensure access and safety.</p> <p>While the importance of these broader elements appears obvious, it is not yet clear what specific housing features relate to these elements and how they might contribute to housing solutions for people with high healthcare and support needs. For individuals with complex neurological conditions such as brain injury or cerebral palsy, who require maximum support on a daily basis yet want to live independently and away from a primary care hospital or health facility, a more detailed understanding of the housing features that might influence design and development is needed.</p> <p>The findings of this review contribute significantly to the literature by reporting a broader scope of relevant housing features for people with neurological disability, presenting preliminary guiding principles for housing design and development for this population, and identifying opportunities for future research.</p>	
Overview & Coverage of Groups and Housing Types	(Focused on) Research on housing features for individuals who are severely disabled by neurological injuries.
Definitions & Concepts	This paper did not define social inclusion per se, but examined instead, how specific housing features contribute to housing solutions for individuals with high healthcare and support needs, especially those with neurological injuries. Achieving the ability to live independently promotes inclusion for people with high support needs.
General Principles (or strategies, objectives)	<p>For this specific vulnerable group, key principles are access and safety.</p> <p>For example: housing features that promote a homely atmosphere, privacy, comfort, efficiency of care, convenience of local amenities, nearby social networks, good proximity to local services, adequacy of community services and resources, and appropriate community support systems ought to inform future housing solutions for younger adults with neurological disability.</p> <p>In contrast, technology that is difficult to use, living in an isolated location or in an area that lacks community resources, poor community acceptance, and perceived unsafe neighbourhoods are example features that should not inform future housing development opportunities for this population.</p>
Theoretical Basis, Social Theory, (discipline(s), etc.)	Considered a wide range of research on housing characteristics.
Case Study Methods or Project Examples	No specific examples were presented of appropriate projects.
Best/Good Practices for Socially-Inclusive Housing Design	Identified multiple features of housing which aid this disability target group.

<p>ELEMENTS</p>	<p>Principles/Practices Shown for Building Lifecycle Stages (If provided, information is shown for lifecycle stages -- specifically, planning, design, construction, operations, renewal).</p> <p>Also unique insights, if available, re: (1) principles & practices used; (2) technologies & tools; (3) performance indicators; (4) challenges and obstacles; (5) lessons learned; and (6) best/good practices.</p>
<p>Principles & Practices Used</p>	<p>Planning: Access and safety are fundamental features required: A 'homely' environment, resident safety and security, privacy, supportive care, rehabilitation and exercise; <i>location</i>, including proximity to: local amenities, social networks/support, local services; <i>neighbourhood</i>, including: physical access to public places and spaces; provision of adequate community services and resources; and provision of appropriate social networks and supports.</p> <p>Design: From the 198 features, 142 related to housing design (i.e., internal or external characteristics of the dwelling and its land), 12 related to the dwelling's location (i.e., its proximity to available resources), and 54 related to the nature of the surrounding neighbourhood (i.e., the physical, social, and economic conditions of the area).</p>
<p>Lessons learned “Success – What Works” “What does not work – changes”</p>	<p>Planning: Need to determine what features the users would like to have in their housing.</p> <p>Design: Extensive list of design features have been proposed and these need to be assessed as to their effectiveness.</p> <p>Operation: Having convenient access to community services in the area helps build connections with the community.</p>
<p>Best/Good Practices</p>	<p>Planning: Access and safety are two key principles for this group.</p> <p>Design: Carefully assess extensive literature on design features that work well to increase inclusion.</p>
<p>Researcher's Assessment</p>	<p>This article provided an extremely high-level assessment of the literature on design as it relates to this target group, including specific design features related to accessibility and social inclusion. By examining close to 200 building characteristics, numerous specific indicators of, or precursors of inclusion were identified. This was deemed useful, within the broader classification of precursors of social inclusion, including: housing design (i.e., internal or external characteristics of the dwelling and its land), proximity to available resources, and the physical, social, and economic conditions of the surrounding neighbourhood.</p>

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<http://Inclusivedesign.Scot/Equality-And-Inclusion/>
<http://inclusivedesign.scot/promotional-toolkit/>
https://olderwomensnetwork.org/co-op_housing

Happy Homes Sites

Happy Homes: Promoting sociability in multi-family housing. Case Studies, Happy City.
<https://thehappycity.com/happy-homes/>
Designed to engage: Policy recommendations for promoting sociability in multi-family housing design.
 Happy City. <https://thehappycity.com/happy-homes/>

Websites addressing co-housing

<https://cohousing.ca/about-cohousing/what-is-cohousing/>
<http://livewellcohousing.ca/discover-cohousing/six-characteristics-of-cohousing/>

<http://theconversation.com/co-housing-works-well-for-older-people-once-they-get-past-the-image-problem-79907>
<https://www.canadianarchitect.com/features/the-cohousing-option/>
https://medium.com/@jeremy_dent/cohousing-a-model-for-community-living-sustainability-and-to-alleviate-the-uks-housing-shortage-6a4512f04e75
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<https://www.saanich.ca/EN/main/local-government/development-applications/adaptable-housing.html>
<http://www.yourhome.gov.au/sites/prod.yourhome.gov.au/files/pdf/YOURHOME-Housing-TheLivableAndAdaptableHouse.pdf>

APPENDIX C: QUESTIONNAIRES

(French questionnaire will follow)

Housing Design for Inclusiveness

A Study for CMHC by SPR Associates Inc.

18-260 Adelaide Street E., Toronto, ON M5A 1N1 | 416.977.5773

CMHC is seeking input and advice from experts regarding the planning, design, building and operating of socially inclusive housing for vulnerable populations. This information will be used to develop a framework to identify and define design principles in the building lifecycle which are pertinent to better achieving social inclusiveness in affordable housing. This is a key element of Canada's new National Housing Strategy. In particular, we are seeking input regarding social inclusion and how it can best be addressed in all phases in the creation and operation of socially inclusive housing (planning, designing, building and operation/management and renewal). We are also interested in your thoughts on future measurement of, and monitoring & evaluation of how social inclusion is incorporated in built housing.

For purposes of this study, vulnerable groups are defined by CMHC as including seniors, Indigenous persons, veterans, persons with disabilities, survivors of domestic violence, newcomers to Canada, persons with mental health and addiction issues, and members of the lesbian, gay, bisexual, transgender, queer and questioning (LGBTQ+) community.

Your personal answers will be strictly confidential (we will contact you directly for your permission if we would like to quote any of your responses). Your contribution will, however, be recognized in our final report. We are conducting this study on a tight timeline and if you are able to provide your response by April 19, that would be greatly appreciated.

1. Is your experience with social inclusion and/or vulnerable groups related to: (Select all that apply)

- ^ Planning
- ^ Architecture/Design
- ^ Operation/management of housing
- ^ Academic or other research

Housing development (please specify whether non-profit or other):

Work with vulnerable groups (please specify):

Other (please specify):

2. Which vulnerable group(s) are you most experienced with? (Select all that apply)

- ^ Indigenous persons
- ^ Seniors
- ^ Persons with mental health issues
- ^ Persons with addiction issues
- ^ Persons with other disabilities
- ^ Veterans
- ^ Survivors of domestic violence
- ^ Social Inclusion in Housing
- ^ Homeless persons
- ^ Members of the LGBTQ+ community

3. Although Canada's affordable housing is generally noted for good levels of physical accessibility, are there any major ways in which you believe accessibility can be improved in Canada's affordable housing stock to build a better foundation for social inclusion?

- ^ Yes
- ^ No (**SKIP TO Q.5**)

4. Please describe how accessibility could be improved in affordable housing:

5. Are you aware of specific housing projects in Canada or elsewhere which exemplify inclusive housing, particularly for vulnerable populations?

- ^ Yes
- ^ No (**SKIP TO Q.7**)

6. Please specify project names and contact information (if available):

7. What, in your opinion, are the specific planning processes, features, operational activities that make this housing exemplary in any of the building lifecycle phases (design, planning, construction, operations, renewal)?

8. For each of the vulnerable groups listed below, please specify whether there are specific improvements that you feel are key to enhancing their social inclusion in Canada's affordable housing:

Indigenous persons:

Seniors:

Persons with mental health issues:

Persons with addiction issues:

Persons with other disabilities:

Veterans:

Survivors of domestic violence:

Newcomers to Canada:

Homeless persons:

Members of the LGBTQ+ community:

9. In your learning and experience, what are the most important actions that housing providers can take to ensure social inclusion in existing affordable housing? *(Please provide examples for specific vulnerable groups, if possible)*

10. In planning and designing new affordable housing, what are the most important steps that housing providers can take to create socially inclusive housing, beyond providing physical accessibility? *(Please provide examples for specific vulnerable groups, if possible)*

11. For each of the following phases in building construction and operations, please describe any specific steps/strategies (including practices, approaches and technologies) that you have taken or feel developers (non-profits or others) should take when constructing affordable housing projects, to improve social inclusion. *(Please provide examples for specific vulnerable groups, if possible)*

(a) Design and Planning:

(b) During construction:

(c) Operations (after occupancy):

(d) Renewal of existing housing:

12. In your assessment, how can housing providers and funders measure the effectiveness of strategies and designs intended to increase social inclusion in housing which they develop or currently operate? *(Please include specific tools that you are aware of which measure social inclusion)*

13. What type(s) of information do you feel should be provided to housing developers when building socially inclusive housing (e.g. "how to do it" information which is relevant to the built environment or operation of inclusive housing)?

14. Do you have any other comments or suggestions regarding the construction or operation of socially inclusive housing?

15. Would you like to be notified by email when the final study report is made available by CMHC?

^ Yes (please be sure to provide your contact information below)

^ No

16. Please provide your contact information:

Name:

Email:

Organization:

Province/Country

Thank you very much for your assistance!
Please click SUBMIT to record your responses.

SUBMIT

Conception de logements et inclusivité

Pour la Société canadienne d'hypothèques et de logement
18-260 rue Adelaide Est, Toronto (Ontario) M5A 1N1

La SCHL souhaite recueillir les commentaires et les conseils de spécialistes au sujet de la planification, de la conception, de la construction et de l'exploitation de logements inclusifs sur le plan social à l'intention des populations vulnérables. Ces renseignements serviront à élaborer un cadre en vue de définir des principes de conception reliés au cycle de vie des bâtiments qui sont pertinents pour assurer une plus grande inclusion sociale dans le contexte du logement abordable. Il s'agit d'un élément clé de la nouvelle Stratégie nationale sur le logement du Canada.

Plus particulièrement, nous souhaitons obtenir des commentaires portant sur l'inclusion sociale et sur la meilleure façon d'intégrer cet impératif à toutes les étapes entourant la création et l'exploitation de logements inclusifs sur le plan social (planification, conception, construction, exploitation/gestion et renouvellement). Nous aimerions également que vous nous fassiez part de vos réflexions sur les moyens à adopter à l'avenir pour mesurer, surveiller et évaluer la manière dont on intègre l'inclusion sociale aux logements qui sont construits.

Aux fins de cette étude, les groupes vulnérables comprennent, conformément à la définition de la SCHL, les aînés, les Autochtones, les anciens combattants, les personnes handicapées, les survivants de la violence familiale, les nouveaux arrivants au pays, les personnes ayant des problèmes de santé mentale et de toxicomanie, et les membres de la communauté LGBTQ.

Vos réponses personnelles demeureront confidentielles, à moins que nous vous contactions pour obtenir votre consentement afin de citer vos propos. Votre contribution sera toutefois soulignée dans notre rapport final. Nous vous serions reconnaissants de nous faire part de vos commentaires d'ici le 19 avril.

1. Votre expérience en matière d'inclusion sociale ou de groupes vulnérables est rattachée à quels aspects parmi les suivants? *(Veuillez choisir toutes les réponses qui s'appliquent)*

- ^ Planification/urbanisme
- ^ Architecture/conception
- ^ Exploitation/gestion de logements
- ^ Recherche universitaire ou autre
- ^ Aménagement de logements (veuillez préciser s'il s'agit d'activités sans but lucratif ou d'une autre nature) :

- ^ Travail auprès de groupes vulnérables (veuillez préciser) :

- ^ Autre (veuillez préciser) :

2. Quels sont les groupes vulnérables que vous connaissez le plus (le cas échéant)? (Veuillez choisir toutes les réponses qui s'appliquent)

- ^ Autochtones
- ^ Aînés
- ^ Personnes ayant des problèmes de santé mentale
- ^ Conception de logements et inclusivité
- ^ Personnes ayant des problèmes de toxicomanie
- ^ Personnes ayant d'autres incapacités
- ^ Anciens combattants
- ^ Survivants de la violence familiale
- ^ Nouveaux arrivants au Canada
- ^ Personnes sans abri
- ^ Membres de la communauté LGBTQ

3. Bien que le logement abordable au Canada présente généralement un bon niveau d'accessibilité physique, y aurait-il selon vous des moyens d'améliorer grandement l'accessibilité à l'échelle du parc de logements abordables du Canada afin de disposer d'une meilleure assise pour appuyer l'inclusion sociale?

- ^ Oui
- ^ Non (**PASSER À LA QUESTION 5**)

4. Veuillez décrire les moyens en question :

5. À votre connaissance, est-ce qu'il y a des ensembles de logements particuliers, au Canada ou ailleurs, qui constituent de bons exemples d'habitats inclusifs, en particulier pour les populations vulnérables?

- ^ Oui
- ^ Non (**PASSER À LA QUESTION 7**)

6. Veuillez préciser le nom de l'ensemble et fournir les coordonnées des responsables, si vous disposez de cette information:

7. Quels sont les processus de planification, les caractéristiques et les activités d'exploitation qui font que

ces ensembles de logements se démarquent en ce qui touche l'une ou l'autre des étapes du cycle de vie des bâtiments (conception, planification, construction, exploitation, renouvellement)?

8. Pour chacun des groupes vulnérables énumérés ci-dessous, veuillez préciser s'il y a des améliorations particulières qui, selon vous, jouent un rôle clé dans l'amélioration de l'inclusion sociale dans le contexte du logement abordable au Canada :

Autochtones :

Aînés :

Personnes ayant des problèmes de santé mentale :

Personnes ayant des problèmes de toxicomanie :

Personnes ayant d'autres incapacités :

Anciens combattants :

Survivants de la violence familiale :

Nouveaux arrivants au Canada :

Personnes sans abri :

Membres de la communauté LGBTQ :

9. Selon votre expérience et ce que vous avez appris, quelles sont les mesures les plus importantes que les fournisseurs de logements peuvent prendre pour assurer l'inclusion sociale au sein du parc de logements abordables existant? (Si possible, veuillez fournir des exemples ayant trait à des groupes vulnérables.)

10. Dans le cadre de la planification et de la conception de nouveaux logements abordables, quelles sont les mesures les plus importantes que les fournisseurs de logements peuvent prendre afin de créer des logements inclusifs sur le plan social, au-delà de l'accessibilité physique? *(Si possible, veuillez fournir des exemples ayant trait à des groupes vulnérables.)*

11. Pour chacune des étapes suivantes liées à la construction et à l'exploitation d'immeubles, veuillez décrire les mesures/stratégies particulières (y compris des pratiques, des approches et des technologies) que vous avez adoptées ou que vous croyez que les promoteurs (organismes sans but lucratif ou autres) devraient adopter lors de la construction de logements abordables afin d'améliorer l'inclusion sociale : *(Si possible, veuillez fournir des exemples ayant trait à des groupes vulnérables.)*

a) Sur le plan de la conception et la planification :

b) Sur le plan de la construction :

c) Sur le plan de l'exploitation (suivant l'occupation) :

d) Sur le plan du renouvellement :

12. Selon votre évaluation, comment les fournisseurs de logements et les bailleurs de fonds pourraient-ils mesurer l'efficacité des stratégies et des concepts visant à accroître l'inclusion sociale dans le contexte des ensembles de logements qu'ils créent ou qu'ils exploitent à l'heure actuelle? *(Veuillez mentionner des outils particuliers de mesure de l'inclusion sociale que vous connaissez.)*

13. Selon vous, quels types d'informations devrait-on fournir aux promoteurs de logements à propos de l'inclusion sociale et des moyens de l'améliorer (informations pratiques s'appliquant au milieu bâti ou à l'exploitation de logements inclusifs)?

14. Auriez-vous d'autres observations ou suggestions à formuler à propos de la construction ou de l'exploitation de logements inclusifs sur le plan social?

15. Aimerez-vous être informé par courriel lorsque le rapport d'étude final sera publié par la SCHL?

^ Oui (veuillez fournir vos coordonnées ci-dessous)

^ Non

16. Veuillez fournir vos coordonnées :

Nom :

Courriel :

Organisme :

Province/pays :

Merci beaucoup de nous avoir fait part de vos recommandations!
Veuillez cliquer sur SOUMETTRE ci- dessous pour enregistrer vos réponses.

SOUMETTRE

cmhc.ca

