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Abstract

In the Canadian housing market, the need for affordable and accessible housing is ever-present. As the number of Canadians who have disabilities or are seniors' rises, the demand for this type of housing will continue to grow. To meet this demand, developers, builders, and architects are working to create affordable and accessible housing across the country. 11 of these projects were analyzed to assess how they may act as precedents for future developments. They suggest that accessible housing can be constructed at a comparable cost to standard housing while also having a successful market response.

Executive Summary

For this study, a Canada-wide scan of sector initiatives was conducted via the internet, CMHC catalogues, project websites and industry interviews. The research sought to identify 10 successful multi-unit residential buildings (MURBs) that demonstrate concepts of affordability, accessibility, visitability, and Universal Design while meeting the needs of various user groups.

11 successful and affordable MURBs in different Canadian geographic locations were identified in which the builders and developers included accessible, visitable, and/or universal design features in their housing projects. These projects were analyzed to assess how they may act as precedents for future housing developments. They suggest that accessible housing can be constructed at a comparable cost to standard housing while also being successful in the housing market and benefiting the communities in which they exist.

By referencing the numerous accessible and affordable housing projects that have already been planned for and built across Canada, developers and builders can create similar housing to fill the gaps in the housing market. The methodologies and accessible features used in existing projects provide developers with the guides to incorporate a high standard of accessibility into future housing developments.

Résumé

Dans le cadre de cette étude, une analyse des initiatives sectorielles à l'échelle du Canada a été réalisée au moyen d'Internet, de catalogues de la SCHL, de sites Web d'ensembles résidentiels et d'entrevues auprès d'intervenants du secteur. La recherche visait à trouver 10 immeubles de logements collectifs qui démontrent avec succès les concepts d'abordabilité, d'accessibilité, de visitabilité et de conception universelle tout en répondant aux besoins de divers groupes d'utilisateurs.

Onze immeubles de logements collectifs considérés comme des réussites et offrant des logements abordables ont été identifiés dans l'ensemble du Canada. Les constructeurs et les promoteurs de ces immeubles y ont inclus des caractéristiques de conception accessible, visitable ou universelle. Ces immeubles ont été analysés, l'objectif étant de déterminer comment ils pourraient servir de précédents pour de futurs ensembles résidentiels. Selon l'étude, le coût de construction de logements accessibles est comparable à celui de logements ordinaires. En plus, ces immeubles ont du succès sur le marché de l'habitation et des retombées positives dans les collectivités où ils se trouvent.

En faisant référence aux nombreux ensembles de logements accessibles et abordables qui ont déjà été planifiés et construits partout

au Canada, les promoteurs et les constructeurs peuvent créer des logements semblables pour combler les lacunes du marché de l'habitation. Les méthodes et les caractéristiques d'accessibilité utilisées dans les ensembles existants fournissent aux promoteurs les guides nécessaires pour intégrer une norme élevée d'accessibilité dans les futurs ensembles de logements.

Case Studies of Sector Initiatives to Meet Accessible Housing Needs

CIDN No. 5413/NHS-68

Prepared for Canada Mortgage and Housing Corporation

Prepared by Design**ABLE** Environments Inc.

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Disclaimer

This project was funded by Canada Mortgage and Housing Corporation (CMHC), but views expressed are the views of the author(s) and do not necessarily reflect the views of CMHC. CMHC's financial contribution to this report does not constitute an endorsement of its contents.

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1. Introduction

This report is a follow-up to the September 2018 report titled [*CMHC Housing Research Report: Assessment of Adaptable Housing Design Needs and Solutions*](#) that addressed the increasing needs and challenges of building or renovating adaptable, affordable housing. The purpose of the 2018 review was to determine the existence and extent of a mismatch between the current affordable housing stock and existing and future housing needs across a mix of housing types, with attention to multi-unit residential buildings (MURBs).

Summarized in this report is the research undertaken by Design**ABLE** Environments Inc. in relation to the CMHC project titled [*Assessment of Sector Initiatives to meet Accessible Housing Needs*](#) (CIDN No. 5413/NHS-68).

The project involved:

Identifying and summarizing the voluntary integration of accessible features in market housing, as demonstrated by reporting on 11 successful affordable MURBs in different Canadian geographic locations, where builders and developers have included accessible/visitable/universal design features in 'spec' housing.

This report summarizes the research, organized as follows:

Section 2 of the report identifies the background and methodologies used for the research.

Section 3 of the report identifies the case studies that summarize the 11 MURB project examples identified through the research, which demonstrate voluntary integration of accessible features in market housing.

Conclusions are also presented in Section 3.

The report also includes appendices as follows:

Appendix A includes a Glossary of Terms and replicates the glossary of terms used within the National Housing Strategy (NHS).

Appendix B presents the content for the 11 case studies showcasing successful affordable MURBs within Canada.

2. Background and Methodology

2.1. Best Practices for Affordable, Accessible, VISIBLE, Universal Design Multi-Use Residential Buildings (MURBs)

This report is a follow-up to the September 2018 report titled [*CMHC Housing Research Report: Assessment of Adaptable Housing Design Needs and Solutions*](#) that addressed the increasing needs and challenges of building or renovating adaptable, affordable housing. The purpose of the 2018 review was to determine the existence and extent of a mismatch between the current affordable housing stock and existing and future housing needs across a mix of housing types, with attention to MURBs. It described the extent of the problem, identified a range of solutions and existing projects where adaptable, accessible and flexible principles have been implemented; and discovered where affordable housing providers have planned for or are dealing with this issue.

For this study, a Canada-wide scan of sector initiatives was conducted via the internet, CMHC catalogues, project websites and industry interviews. The research sought to identify 10 successful MURBs that demonstrate concepts of affordability, accessibility, visitability, and/or Universal Design while meeting the needs of various vulnerable groups.

The *NHS Glossary of Common Terms* identifies the following as priority vulnerable groups:

1. Survivors (especially women and children) fleeing domestic violence
2. Seniors
3. People with developmental disabilities
4. People with mental health and addiction issues
5. People with physical disabilities
6. Racialized persons or communities
7. Newcomers (including refugees)
8. LGBTQ2+
9. Veterans
10. Indigenous peoples
11. Young adults
12. People experiencing Homelessness

A preliminary list of potential projects was identified and presented in an interim report (see *Table 2.1*).

Table 2. 1 – Preliminary List of Potential Successful MURB Projects

Province	City/Town	MURB Name
Alberta	Calgary	Inclusio
	Calgary	Horizon View
British Columbia	Vancouver	Vancouver Resource Society Project
	North Vancouver	Wallace & McDowell
	North Vancouver	Driftwood Village Co-Housing
	Penticton	Bruce Court Apartments
	Burnaby	Cedar Place
	Saanich	Nigel Valley
	Burnaby	McKay Apartments
Manitoba	Winnipeg	1010 Sinclair Street
	Winnipeg	Place La Charrette
Ontario	Toronto	DuEast Condominiums
	Toronto	Artworks Tower
	Mississauga	Wesley Tower
	Pickering	Axess Condos
	Ottawa	Salus Clementine/Karen's Place
	Ottawa	King's Daughters and Sons Apartments
	Ottawa	Carlington Community
	Ottawa	Veterans' House
	Ottawa	The Haven
	Hamilton	Perkins Centre
	Hamilton	Rudy Hulst Commons
	Hamilton	Strathearne Suites
	Simcoe	Hambleton Hall
	Woodstock	Harvey Woods Lofts
	Woodstock	Blossom Park
	London	Woodfield Gate
	Hamilton	Hughson St. Baptist
	Hamilton	Parkdale Landing
	Mississauga	425 Lakeshore
	Simcoe	Norfolk Inn
Quebec	Montreal	Le Pélican

Upon completion of the interim report, it was decided that the research should be broadened to identify projects with a balance between:

- subsidized vs non-subsidized projects
- voluntary vs mandatory integration of accessible features

- larger representation from the vulnerable groups, as defined in NHS' glossary of terms, that require accessibility features in housing such as seniors, people with developmental disabilities, people with mental health and addiction issues, people with physical disabilities, and veterans.
- larger representation from provinces/territories

Potential additional projects were also considered, and a revised list of 15 potential projects was developed as follows (see *Table 2.2*):

Table 2.2 – Revised List of Potential Successful MURB Projects

Province	MURB Name	Target Population
Alberta	Inclusio	Vulnerable, low mobility
	Ambrose Place	Indigenous people, seniors
British Columbia	Storeys	Low-income, seniors, mental health & addiction
Manitoba	Place La Charrette	All ages and abilities or disabilities, seniors, low-income
New Brunswick	Beausejour Family Crisis Centre	Families in crisis
Newfoundland and Labrador	The Salvation Army Ches Penny Centre of Hope	Vulnerable citizens
Nova Scotia	None identified	N/A
North West Territories	Seniors' Independent Living Multiplex	Seniors
Ontario	Carlington Community	Seniors
	Axess Condos	Vulnerable citizens
	Veterans' House	Veterans
Prince Edward Island	Summerside site preparation for 72-unit apartment complex	Unknown
Quebec	Maison Martin-Matte	Unknown
	Le Pélican	Seniors, low mobility
	Loggia-Rachel	Vulnerable populations
Saskatchewan	None identified	N/A
Yukon	Front Street Seniors' Residence	Seniors with disabilities

The 15 projects were further researched to identify the 10 most suitable for the development of case studies. The research team had difficulty in reaching some of the potential project developers and there was insufficient information available for others. A final list of 11 successful MURB projects was prepared and used for the development of case studies (see *Appendix A – Case Studies*).

3. Best Practices for Affordable, Accessible, Visitable, Universal Design MURBs

3.1 Background

Throughout the research process, several issues were raised by the industry experts that were consulted. It was suggested that the outcomes of this research should be considered within the context of the following issues:

- The need for consistent definitions of accessibility, visitability, universal design, etc.
- Inconsistent building code standards due to jurisdictional variance.
- Lack of adherence to building code standards by the housing industry.
- Resistance from the housing industry, in general, to address the need for more accessible housing because accessible housing is considered too expensive or too institutional-looking, and therefore unappealing to consumers.

The non-profit sector appears to be the most active agent trying to fill the gap, taking advantage of partnerships and available subsidies.

3.2 Case Studies

Content for the following 11 case studies (see *Table 3.1*) is presented in Appendix B. The included case studies serve a diverse target group from a large geographical area within Canada, focusing on MURBs that include affordable, accessible, visitable, and universally designed housing.

Table 3. 1 – List of 11 MURBs with Location

MURB Name	City	Province or Territory	Target Population
1. Carlington Community	Ottawa	Ontario	Seniors
2. Front Street Seniors' Residence	Whitehorse	Yukon	Seniors with disabilities
3. Place La Charrette	Winnipeg	Manitoba	All ages and abilities or disabilities, seniors, low-income

4. Storeys	Richmond	British Columbia	Low-income, seniors, mental health & addiction
5. Le Pélican	Montreal	Quebec	Seniors, low mobility
6. Inclusio	Calgary	Alberta	Vulnerable, low mobility
7. Axess Condos	Pickering	Ontario	Persons with disabilities
8. The Salvation Army Ches Penney Centre of Hope	St. John's	Newfoundland	Largest program for vulnerable citizens in Canadian history
9. Cornerstone Housing	Whitehorse	Yukon	Vulnerable populations Persons with disabilities, barriers to full capacity employment, low income
10. Veterans' House	Ottawa	Ontario	Veterans
11. Ambrose Place	Edmonton	Alberta	Indigenous people, seniors

3.3 Recommendations and Lessons Learned Based on Findings

When building MURBs and units that are to be accessible, visitable, or have universal design features, it is strongly recommended that builders and developers consult with an Accessibility Advisory Group (AAG) during the planning, development, and construction phases. ^[1] Utilizing an AAG is a good practice that improves the likelihood of a project being successfully accessible and visitable as it enables developers and builders to understand and consider the distinct needs and requirements of people with disabilities.^[2]

If MURBs are being constructed with funding that calls for specific accessible or universal design requirements to be met, it is recommended that upon project completion, the funding recipients submit a signed statement assuring that their project has met all of the requirements that were proposed in their funding application. Additionally, funding recipients may

¹ An AAG is a group of people with a range of disabilities who review ideas and designs and help identify, remove and prevent barriers to accessibility.

² "Communicate and Consult with People with a Disability". Victoria State Government, Sept. 2017, providers.dhhs.vic.gov.au/communicate-and-consult-people-disability.

complete a checklist of the accessible and universal design features included in the project to further demonstrate compliance. ^[3]

³ DesignABLE Environments Inc.

Appendix A – Glossary of Terms

Accessibility Advisory Group (AAG) – A group of people with a range of disabilities who review ideas and designs and help identify, remove and prevent barriers to accessibility.

MURBs – Multi-unit residential buildings.

National Housing Strategy Glossary of Common Terms and CMHC Housing Research Report: Assessment of Adaptable Housing Design Needs and Solutions, September 2018.

Term	Definition
Accessible	<p>ACCESSIBILITY (HOUSING)</p> <p>Accessibility refers to the manner in which housing is designed, constructed or modified (such as through repair/renovation/renewal or modification of a home), to enable independent living for persons with diverse abilities. Accessibility is achieved through design, but also by adding features that make a home more accessible, such as modified cabinetry, furniture, space, shelves and cupboards, or even electronic devices that improve the overall ability to function in a home.</p>
Affordable*	<p>AFFORDABILITY</p> <p>Affordability means that the household has the financial ability or means to effectively enter or compete in the housing market, see Affordable Housing definition below.</p> <p>AFFORDABLE HOUSING</p> <p>Affordable housing generally means a housing unit that can be owned or rented by a household with shelter costs (rent or mortgage, utilities, etc.) that are less than 30 per cent of its gross income.</p> <p>According to CMHC, the term “affordable housing” can refer to any part of the housing continuum from temporary emergency shelters through transition housing, supportive housing, subsidized housing, market rental housing or market homeownership. See note *1</p>

	below from National Housing Conference 2018 Report for comment on suggested new definition.
Different Geographic Locations	Across Canada
MURBS	Multi-Unit Residential Buildings
Successful	The term successful, defined as the accomplishment of the aim or purpose, will in this case refer to a MURB that offers housing which incorporates accessible/visitable/universal design features and affordable as defined by CMHC above.
Universal Design Features	The design of products and environments to be usable by all people, to the greatest extent possible without the need for adaptation or specialized design. The intent of universal design is to simplify life for everyone by making products, communications and the built environment more usable by as many people as possible at little or no extra cost.
Visitable	<p>VISITABILITY</p> <p>“Visitable Housing” or “Visitability” is the concept of designing and building homes with basic accessibility features. Visitable homes provide easy access on the main level for everyone. Visitable housing offers a convenient home for residents and a welcoming environment for visitors of all ages and mobility.</p> <p>Visitable housing incorporates four basic accessibility features that make life easier for everyone and allow most people to visit.</p> <p>Basic features of a visitable house include: a one level, no-step entrance; wider doorways and hallways; wheelchair accessible bathroom on the main level; and an accessible path of travel from the street, sidewalk, back lane, or the dwelling unit’s parking space to the dwelling units accessible entrance.</p>
Vulnerable Groups	<p>VULNERABLE GROUPS</p> <p>Women, children and persons belonging, or perceived to belong, to groups that are in a disadvantaged position or marginalised are often referred to as vulnerable groups.</p>

	<p>In the case of the National Housing Strategy, priority vulnerable groups are currently defined to include survivors (especially women and children) fleeing domestic violence; seniors; Indigenous peoples; people with disabilities; those dealing with mental health and addiction issues; veterans; LGBTQ2+; racialized groups; newcomers (including refugees); individuals and families experiencing homelessness; and young adults.</p> <p>NHS PRIORITY VULNERABLE GROUPS</p> <ol style="list-style-type: none"> <p>1. Survivors (especially women and children) fleeing domestic violence</p> <p>Domestic violence is defined as abusive or threatening behaviour carried out by individuals within the home. This could be between spouses or partners, individuals who share a family or kinship relationship, or un-related persons residing in the same home. Survivors fleeing domestic violence are individuals who leave their home because they fear or have experienced violence within that setting.</p> <p>2. Seniors</p> <p>Usually population of individuals aged 65 and over.</p> <p>3. People with developmental disabilities</p> <p>People with developmental disabilities are characterized as people with significant limitations in both intellectual capacity and adaptive skills (e.g., Down syndrome, fetal alcohol syndrome and autism).</p> <p>4. People with mental health and addiction issues</p> <p>The terms 'mental illness' and 'addiction' refer to a wide range of disorders that affect mood, thinking and behaviour. Examples include depression, anxiety disorders, schizophrenia, as well as substance use disorders and problem gambling.</p> <p>5. People with physical disabilities</p> <p>Physical disability is the existence of a long-lasting condition that substantially limits one or more basic physical activities such as walking, climbing stairs, reaching, lifting or carrying. This includes sensory disability conditions such as blindness, deafness, or a</p>
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	<p>severe vision or hearing impairment that noticeably affects activities of daily living.</p> <p>6. Racialized Persons or Communities Refers to a person or community who faces systemic or other barriers in historical and contemporary society based on racial prejudice of society. Some people prefer to be called “people/communities of colour” while others prefer more specific language (i.e., Black, Chinese, Somali). “Race” is a social concept used to differentiate, devalue, stereotype and group people into a hierarchy based on arbitrary criteria such as skin colour etc. Race is not about inherent characteristics of a group.</p> <p>There is significant debate about the use of the term Visible Minority and the United Nations has advised the termination of its use because “visible” is used to denote the difference in skin tone, and the word “minority” to denote numerical smallness or weakness in power relations.</p> <p>7. Newcomers (including refugees) Immigrants or refugees who have been in Canada for a short time, usually less than 5 years.</p> <p>8. LGBTQ2+ Lesbian, gay, bisexual, transgender, queer, two-spirit and other gender-nonconforming people.</p> <p>9. Veterans Any former members of the Canadian Armed Forces who successfully underwent basic training and is honourably released.</p> <p>10. Indigenous peoples ‘Indigenous peoples’ is a collective name for the original peoples of North America and their descendants. Often, ‘Aboriginal peoples’ is also used. The Canadian Constitution recognizes three groups of Aboriginal peoples: Indians (more commonly referred to as First Nations), Inuit and Métis. These are three distinct peoples with unique histories, languages, cultural practices and spiritual beliefs. ‘First Nations people’ include Status and non-Status Indians.</p>
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	<p>11. Young adults Usually individuals aged 18 to 29.</p> <p>12. People experiencing homelessness The situation of an individual or family that does not have a permanent address or residence; the living situation of an individual or family who does not have stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it.</p> <p>It is often the result of what are known as systemic or societal barriers, including a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination.</p> <p>WORKING POOR/HOUSING CHALLENGED</p> <p>A person who is considered of the "working poor" is someone who:</p> <ul style="list-style-type: none"> • has an after-tax income below the poverty line, or Low-income Measure (LIM) for the area in which they live; • * has earnings of at least \$3,000 a year; <ul style="list-style-type: none"> • is between the ages of 18 and 64; • is not a student; and • lives independently. <p>* defines "working" as those individuals with at least \$3,000 in employment earnings. This \$3,000 income floor is the threshold for recipients of the federal Working Income Tax Benefit (WITB).</p>
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Note *1

CMHC

Defining the Affordability of Housing in Canada

- A conventional measure of housing affordability is the shelter- cost-to-income ratio, which most commonly sets the affordability threshold at 30% of before-tax household income.
- The National Housing Conference 2018 Report (p. 18) suggested that

CMHC rethink how it defines housing affordability. For rental, for example, this is defined under some NHS housing initiatives as “30% of units having rents of less than 80% of the median market rent.”

Appendix B – Case Studies

Information on 11 case studies has been prepared and is presented in this Appendix. The included case studies serve a diverse target group from a large geographical area within Canada, focusing on MURBs that include affordable, accessible, visitable, and universally designed housing. The chosen projects reflect a range of subsidized vs. non-subsidized housing, voluntary vs. mandatory integration of accessible features, and housing that supports vulnerable groups (as defined in NHS' glossary of terms, including seniors, people with physical disabilities, people with cognitive or developmental disabilities, people with mental health and addiction challenges, and veterans).

Case Study	Location	Page #
1) Carlington Community	Ottawa, Ontario	17
2) Front Street Seniors' Residence	Whitehorse, Yukon	23
3) Place La Charrette	Winnipeg, Manitoba	29
4) Storeys	Richmond, British Columbia	35
5) Le Pélican	Montreal, Quebec	40
6) Inclusio	Calgary, Alberta	45
7) Axess Condos	Pickering, Ontario	53
8) The Salvation Army Ches Penney Centre of Hope	St. John's, Newfoundland	60
9) Cornerstone Housing	Whitehorse, Yukon	63
10) Veterans' House	Ottawa, Ontario	68
11) Ambrose Place	Edmonton, Alberta	73

Glossary of Terms

The terms "accessible", "affordable", "visitable", "universal design", and "vulnerable groups" are used throughout the following case studies to describe MURBs, units, and design features. The use of these terms is based on the National Housing Strategy definitions which can be found in Appendix A – Glossary of Terms.

It is important to note that the definitions for these terms may vary according to jurisdiction.

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CARLINGTON COMMUNITY

Ottawa, Ontario



Figure 1: Carlington Community, Source: Ottawa Community Housing

An innovative partnership between Ottawa Community Housing Corporation and the Carlington Community Health Centre, Carlington Community is a new \$18 million facility for low-income seniors. The four-storey build will serve as a mixed-use hub, combining seniors housing and a community health centre under one roof. It offers affordable and accessible homes for low-income seniors, integrating a primary medical care clinic and support services in one convenient location.

Project Information

Location: 900 Merivale Road, Ottawa, Ontario

Completion: February 2019

Number of Units: 42 new residential homes for seniors, including 12 barrier-free and 30 visitable homes

Size of Units: 3 different unit models were designed (A-B-C and mirrored: A-R, B-R, C-R) (*see Figure 2*).

- Model A: 490 sq. ft.
- Model B: 462 sq. ft.
- Model C: 493 sq. ft.

Construction Cost: \$18 million

Development Partners:

Ottawa Community Housing Corporation (OCHC)

Architects: CSV Architects

Funding: This project was made possible with the financial support of the City of Ottawa, the Government of Ontario and the Government of Canada

Affordability: Rent geared to low-income seniors

Target Group: Low-income seniors

Context

The innovative partnership came together because of common objectives – build new affordable homes for low-income seniors while integrating primary medical care and support services under the same roof. This allows seniors to age in place and takes pressures off long-term care facilities and hospitals.

Site

The existing community health centre was expanded by approximately 12,000 sq. ft. into the ground floor of the new building, with an interior connection to the existing facility. The upper three floors of the new building will contain approximately 42 independent living rental apartment suites for Ottawa Community Housing. The suites will be targeting seniors and will include 12 barrier-free and 30 visitable homes. The focus of this innovative model is to keep seniors in their homes by providing on-site access to

medical and support services, delaying their need to enter a long-term care facility.

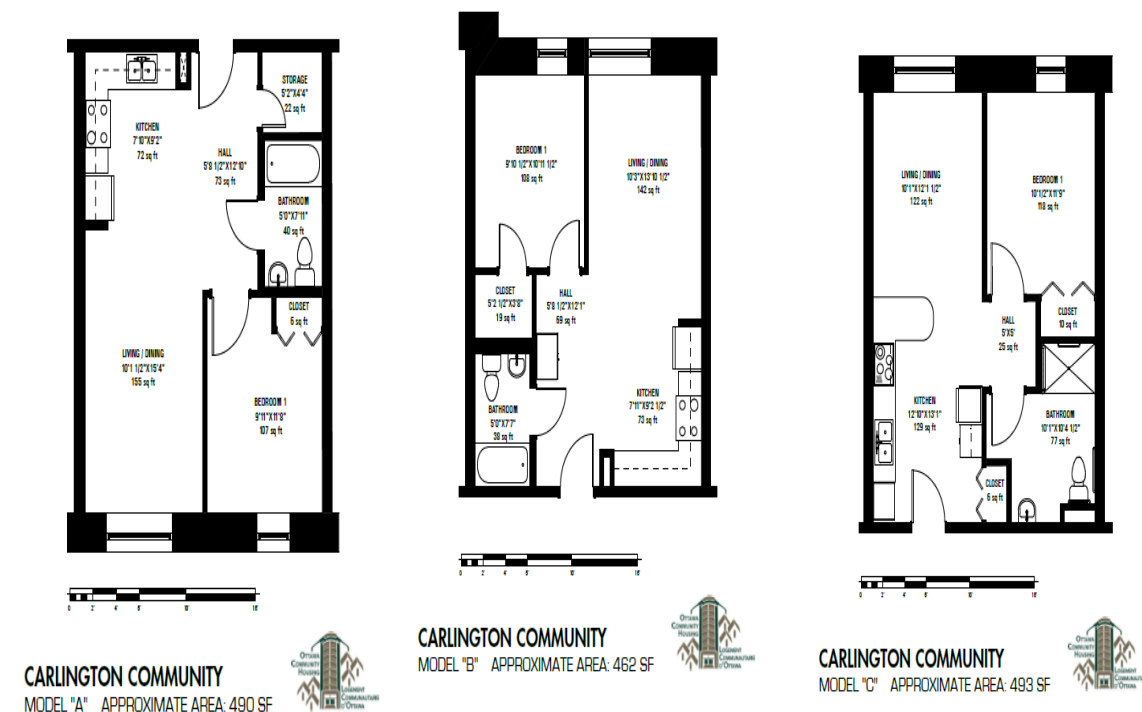


Figure 2: Carlington Community Floor Plans, Source: Ottawa Community Housing

Sustainability

In addition to improved access to services, this new 4-storey build is leading the way in sustainability. The building has received the industry-leading Passive House standard certification, meaning that it will achieve heating and cooling savings between 80-90% compared to a conventional build in Canada. In fact, heating a one-bedroom home takes about as much energy as running a hairdryer, and cost less than \$100 per year. This is achieved by, among other things, a highly insulated building that keeps heat in the home.

Innovation

This new facility is also leading the way, as Ottawa Community Housing Corporation is the first housing provider in Ottawa to build to the WELL Standard. WELL is the first building standard to focus exclusively on the health and wellness of the people in buildings. It has a performance-based system for measuring, certifying and monitoring features of the home that

impact human health and well-being through air, water, nourishment, light, fitness, comfort, and mind.

Furthermore, each floor has a common amenity space with laundry, a kitchenette, and social space for tenants. A raised rooftop garden is being developed to help promote food security and healthy eating.

Financing

Designed by CVS Architects, this project expansion and renovation by OCHC and CCHC represents a total investment of approximately \$18 million. In addition to the \$4.6 million in capital funding provided under the federal-provincial Investment in Affordable Housing for Ontario Program and the City of Ottawa's 2015 Action Ottawa, Ottawa Community Housing funded \$5.1 million, and Carlington Community Health Centre contributed the remaining \$8 million. Affordable housing projects such as the Carlington Community would not be possible without the financial support of the City of Ottawa, the Government of Ontario, and the Government of Canada.

Accessible, Visitable, and Universal Design Features

Design features in the building include the following:

- 42 new affordable homes for seniors: 12 barrier-free and 30 visitable.
- Each floor will have 4 barrier-free homes.
- An expanded health clinic will be opened on the ground floor by the Carlington Community Health Centre.
- With its certification under the industry-leading Passive House standard, the Carlington Community will use up to 85% less in heating and cooling energy than a conventional build.
- OCHC is the first housing provider in Ottawa to build to the WELL Standard.
- The building envelope and mechanical systems are designed for high performance and passive house design to minimize on-going operating energy costs while minimizing the carbon footprint.
- Plumbing fixtures regulate water consumption.
- Each floor has audio, tactile, and visual features to assist with directions.
- Each residential floor has a common amenity space, providing laundry, a kitchenette and social space for tenants.
- A rooftop raised garden and rest area to promote communal activity, food security, and personal health.

- The design incorporates best practice design for senior/accessible/visitable housing.
- A common gathering space on the main floor will be shared with the Carlington Community Health Centre for events.

Benefits, Successes, and Market Response

This innovative seniors' housing project was designed to simplify the lives of community members by offering housing, medical and support services all under one roof. Ottawa Community Housing took advantage of the vacant lands to the south-west of the existing Carlington Community Health Centre to build the addition in order to include new housing to the project. The project is targeting the International Passive House Standard to reduce overall operational costs and improve occupant comfort.

One of the major benefits will be the aspect of "one-stop-shopping," by offering critical and comprehensive services in one place and by adding more community space for programs. Resident and staff experiences will be improved overall, and seniors will have better access to services. In addition, the new facility has a meeting space for the community to host groups, meetings, and other gatherings. These vibrant centres allow residents to come together and build strong, healthy, safe and inclusive communities. They also make necessary services easily available and accessible.

Residents of this new community will have access to a wide variety of supports and programs such as CCHC's Primary Care Outreach for Seniors Program, a seniors' choir, chair exercise classes, diabetes clinics, as well as exposure to inter-generational engagement. Additionally, they will be a part of the OCHC family with access to community developers, the Aging in Place program and a variety of tenant engagement and empowerment activities.

Conclusion

Partnerships such as this one allow for better tenant service while innovating to meet the housing needs of the city. Collaborating, through strong partnerships, allows for the development of safe and healthy communities. Hubs benefit the organizations that participate by providing services where people are more likely to know about them and access them.

The content in this case study is based on information from the following sources:

Ottawa Community Housing Corporation

<http://www.och-lco.ca/carlington-community/>

CSV Architects

<http://www.csv.ca/carlington-hub/25myy746xopk71vh0nrdfpdn3u1yl>

FRONT STREET SENIORS' RESIDENCE

Whitehorse, Yukon



Figure 3: Front Street Seniors' Residence, Source: Government of Yukon

Front Street Seniors' Residence is the Yukon Housing Corporation's newest modern, accessible and affordable independent living seniors' residence. It was designed with input from the Accessibility Committee to accommodate a higher level of mobility and support aging in place. The Accessibility Committee comprises of representatives from the Challenge-Disability Resource Group, Yukon Council on Aging, seniors' groups, tenants, and Government of Yukon staff.

The committee advises on new building designs and layouts so that residences include barrier-free and accessible design elements, including wheelchair accessible bathrooms and easy-to-use kitchen appliances.

This four-storey wood frame building is comprised of 48 suites and contains many accessible features. Of those units, 10 suites are barrier-free. Amenities within the building include common meeting spaces, secure storage, and common access roof decks.

Overlooking Shipyards Park, the building is centrally located in the downtown area and is close to transit, shopping and services.

Project Information

Location: 1190 Front Street, Whitehorse, Yukon

Construction Timeline: 2014-2016

Number of Units: 48

Size of Units: 650-700 sq. ft.

Cost per sq. ft.: \$237/sq. ft.

Total Area: 48,000 sq. ft.

Construction Budget: \$13.5 million as per Yukon Housing Corporation

Construction Cost: \$12.7 million (which is under budget)

Project Participants:

Yukon Housing Corporation/Yukon Government

Northern Front Studio in collaboration with Thibodeau Architecture + Design

Contractor: NGC Builders Ltd.

Affordability: Annual income under \$49,500. Affordable/rent-geared to income thresholds. Yukon Housing charges a rental rate of 25 percent of a resident's income on its units

Target occupants: Designed to meet the accessibility requirements of seniors, including those with limited mobility. To be eligible to live in the housing, tenants must be 65 years of age or older (or over 55 with a mobility impairment)

Financing

Yukon government's investment in the Front Street Seniors' Residence social housing building serves to cost-match the Canada Mortgage and Housing Corporation's (CMHC) ongoing investment of \$7.875 million in affordable housing in Yukon under the 2014-2019 Canada Mortgage and Housing Corporation/Yukon Agreement for Investment in Affordable Housing (IAH).

Yukon Housing Corporation wishes to acknowledge CMHC for its important contributions toward affordable housing in Yukon under the IAH. ^[4]

Accessible, VISIBLE, and Universal Design Features

Accessibility features were mandated by Yukon Housing Corporation.

- Of the 48 units, there are 38 accessible one-bedroom units and 10 barrier-free units
- Space for electric scooter parking is included at the front entry vestibule, as well as included in the entryway of each suite
- All switches and intercoms are located at 1200 mm above the floor, for full access in any suite
- Centrally located elevators
- Two elevators are included, with power generator backup. Due to the location, the additional elevator was to ensure that even in a power failure, occupants would have the ability to leave the building, and not have to rely on being carried down flights of stairs



Figure 4: Typical Suite Washroom, Source: Northern Front Studio, David Greer Photography

⁴ Government of Yukon

Interior:

- Units include electric push-button moveable counters, range and cabinets and barrier-free showers
- Laundry rooms on each floor
- Large common rooms with kitchens, a lounge and barrier-free bathrooms (see *Figure 4*)
- Wide hallways for wheelchair accessibility, with handrails included (see *Figure 5*)



Figure 5: Accessible Railings in Hallways, Source: Northern Front Studio, David Greer Photography

- Storage rooms in each unit
- Each unit has dual access to the bathroom from the living area and bedroom
- Each unit has individual electric heating and hot water and air handling equipment
- The units include additional area in the suite for an enclosed balcony and include a Juliette balcony for outdoor connection
- Balconies include higher guardrails, so the railing will not obscure the line of sight from a seated position in a wheelchair
- Visually contrasting finishes to help define the wall/floor edge, and doorways
- Countertops have simple textures, so users can see objects on the counters better
- Plumbing fixtures were sourced to find the lowest available bathtubs, as this was a significant request by seniors who are still able-bodied but have a limited range of motion

- Grab bars are included on all walls within the bathtubs and roll-in showers

Exterior:

- Barrier-free access to parking and sidewalks
- Landscaping of the entire site
- 38 units have outdoor decks
- Common rooms have large exterior decks
- Ground-level suites include a patio space to allow for small pets



Figure 6: Common Lounge, Source: Northern Front Studio, David Greer Photography

Benefits, Successes, and Market Response

This housing project offers quality independent-living options for fixed-income seniors through the Yukon Housing Corporation's social housing program. The barrier-free units are a great compliment to the building which supports seniors who require the additional features. The residents have consistently provided positive feedback about the improved quality of life offered due to the building design, accessible features and location.

Darren Stahl (Director, Capital Development and Maintenance at Yukon Housing Corporation) commented that “since the opening of the building, these units have remained occupied by seniors. The only point in time the units are vacant is during periods between tenancies.”

The content in this case study is based on information from the following sources:

Northern Front Studios

<https://www.northernfront.ca/seniors-housing>

Yukon Housing Corporation - Yukon Government

<https://yukon.ca/en/yukon-housing-corporation>

PLACE LA CHARRETTE

Winnipeg, Manitoba



Figure 7: Place La Charrette, Source: Chris Rootsaert, Ten Ten Sinclair Housing Inc.

What makes Place La Charrette unique and notable is that it offers an example of a successful collaboration between the public and non-profit sectors. The project is a model of integrated design whereby Manitoba Housing, the architect, the contractor, universal design experts, and tenants utilizing a variety of mobility devices participated in its creation. As a result, developers are now starting to use some of the features pioneered in Place La Charrette in their private market and non-profit market housing.

Developed and managed by Ten Ten Sinclair Housing, Place La Charrette offers affordable, energy-efficient and universally designed community living for people of all ages and abilities in South Winnipeg. This innovative project won an Award of Excellence from VisitAble Housing Canada in the Multi-Family Unit Development category and was also nominated for an ACCESS Award in the category of Physical Access at the annual Winnipeg Accessibility Awards.

Place La Charrette exceeds accessibility and visitability requirements and demonstrates Universal Design throughout its four-storey building. It is the only housing project in Winnipeg that has universally designed apartments

and side-by-side bungalow units on the same property, offering a variety of layouts.

Project Information

Location: 3389 & 3395 Pembina Hwy in the St. Norbert neighbourhood of Winnipeg

Construction Timeline: Completed July 2012

Number of Units: 37 units

The distribution of units and size of each unit is:

- 6 one-bedroom apartments - 804 sq. ft.
- 22 two-bedroom apartments - 1,045 sq. ft.
- 3 three-bedroom apartments - 1,314 sq. ft.
- 2 two-bedroom bungalow units - 945 sq. ft.
- 4 three-bedroom bungalow units - ranging from 1,111 to 1,177 sq. ft.

Development Partners:

John Hoehn, Manitoba Housing

Chris Rootsart, Ten Ten Sinclair Housing Inc.

Ray Wan, Raymond SC Wan Architects

Wade Kastes, Kastes Planning and Development

Brian Everton, Design For All Inc.

Terry Wotton, Canada Mortgage and Housing Corporation

Greg Fast, Boretta Construction

Development Cost: The total project cost of Place La Charrette was \$10.75 million, including the land costs. All funds were cost-shared between the Province of Manitoba and the Government of Canada through the 2009 extension of the Canada-Manitoba Affordable Housing Program Agreement and Canada's Economic Action Plan.

The project received rebates of approximately \$51,000 under the Manitoba Hydro Power Smart program for energy-efficient windows and lighting along with a geothermal credit from the Manitoba Department of Finance worth \$56,000.

Affordability: Place La Charrette is integrated financially with 50% of the units available on a rate-gear-to-income subsidy with the remaining 50%

of the units available for rent at a median market rate to be more affordable than other private market rentals in Winnipeg.

Target Occupants: Persons with disabilities, singles, and families. The tenant demographic is split with 50% being individuals living with a mobility disability and the other 50% being individuals without any mobility challenges to create integrated circumstances. The universal design of the buildings particularly helps individuals who may be living with disabilities necessitating mobility devices; common types of disabilities like spinal cord injury, cerebral palsy, spina bifida, multiple sclerosis, etc. It even helps individuals who have simply aged into having limited mobility but who are not yet in need of mobility devices.

Accessible, Visitable, and Universal Design Features

Universal Design features are built upon many of the successes first pioneered in another project of Ten Ten Sinclair Housing Inc., called Place Bertrand, which was built in the St. Boniface area of Winnipeg in 2008. It contains 20 one-, two-, and three-bedroom universally designed bungalow units.



Figure 8: Lowered Mailboxes, Source: Chris Rootsaert, Ten Ten Sinclair Housing Inc.

- The only housing project in Winnipeg that has universally designed apartments and attached bungalow units on the same property.
- Indoor weather-protected accessible parking.
- Housing units are temperature controlled through geothermal technology.
- Every housing unit was built with the same universal design features.
- Every apartment unit has an accessible balcony area and every bungalow unit has an accessible patio/backyard area.
- One-bedroom units, two- and three-bedroom units for larger families, along with an accessible children's play area.
- Roll-in showers, as well as bathtubs with grab bars, are designed into every bathroom (see *Figure 9*).
- Each bathroom has a low flow toilet with adjacent grab bars.
- Each room in every housing unit has ample manoeuvring space in all rooms of each suite layout.



Figure 9: Washroom with Roll-in Shower, Source: Chris Rootsaert, Ten Ten Sinclair Housing Inc.

Minimum Features:

- There are two elevators so that they may serve each other as back-ups if one of them needs maintenance.
- Installation of power door operators.
- Manoeuvring space is available beneath countertops and sinks in the kitchen and bathrooms for individuals approaching from a seated position.
- Kitchens have an accessible stovetop and wall ovens (see Figure 10).
- Each kitchen sink has lever faucets with a detachable faucet head.
- The kitchen is also outfitted with moveable shelving and varied counter heights.



Figure 10: Typical Kitchen, Source: Chris Rootsart, Ten Ten Sinclair Housing Inc.

Benefits, Successes, and Market Response

According to Chris Rootsart of Ten Ten Housing, the project has generated a lot of interest since it opened in 2012, particularly among individuals living with disabilities, older adults, those looking for housing to age-in-place in,

and families. Several developers and building professionals have toured the property seeking knowledge on Universal Design, hoping to replicate concepts in their own projects.

Place La Charrette also alleviates concerns for builders who think that implementing Universal Design into their projects will be cost-prohibitive. A small sampling of other projects in Winnipeg contemporary to Place La Charrette ranging from standard design to Universal Design demonstrated that the Universal Design found in Place La Charrette was comparable and affordable, particularly when looking at the per-unit costs.

The sample found the following for comparison:

- Project A - contained 3 barrier-free units + 99 standard units, at a per-unit cost of \$294,117
- Project B - contained 2 barrier-free units + 90 VisitAble units, at a per-unit cost of \$281,521
- Place La Charrette - contained 37 Universally Designed units, at a per-unit cost of \$290,540

Not only were the costs comparable but the potential to serve more demographics with Universal Design showed that this is needed in the future of housing in Canada to meet the diverse needs of our population.

Unfortunately, due to high demand, there is an extensive waitlist for Place La Charrette. In the meantime, Ten Ten Sinclair Housing Inc. uses the project to demonstrate to other housing providers how to approach Universal Design and inclusion in their future projects.

The content in this case study is based on information from the following sources:

Chris Rootsart, Ten Ten Sinclair Housing Inc.

Ten Ten Sinclair Housing Inc. – Place La Charrette

<http://www.tenten.mb.ca/charette.html>

Awards of Excellence in VisitAble Housing – Place La Charrette

<http://visitablehousingcanada.com/visitability-awards-excellence-place-la-charrette/>

STOREYS

Richmond, BC



Figure 11: Storeys, Source: City of Richmond

One-of-a-kind in Canada, Storeys has received multiple awards for planning excellence.

Storeys was awarded the 2018 Canadian Institute of Planners—Social Planning Award for Planning Excellence for its best practice model for municipalities to develop affordable housing, combining all three levels of government and five non-profit housing providers. The project has also been awarded the Group Constellation Award by the City of Richmond in April 2018 and is the winner of the 2019 HAVAN Ovation award for Best Multi-Family High Rise Development.

Richmond Storeys is a 14-storey affordable housing project built to LEED standards. The mixed-use development includes community services and 129 community-housing units. The project is a joint venture partnership of five non-profit organizations in response to a call by the City of Richmond for proposals to build and operate supportive residences.

The resulting project is innovative in developing housing alongside a social service hub, including a cafe with employment opportunities. The

combination of partners and supportive services will allow vulnerable groups, including low-income families, seniors, people with disabilities, and individuals with mental health and addiction challenges to be supported.

As the name Storeys suggests, every resident has the opportunity to continue creating their own unique story, aided by the provision of the affordable, stable housing and supportive services they need to maintain a healthy and independent life.

Project Information

Location: 8111 Grandville Avenue, Richmond, BC or 8080 Anderson Road, Richmond, British Columbia

Construction Timeline: 2015-2017

Total number of units: 129

Development Partners:

City of Richmond, BC Housing, and a non-profit consortium including: Coast Mental Health, S.U.C.C.E.S.S., Pathways Clubhouse, Tikva Housing Society, and Turning Point Recovery Society

Development Consultant: CPA Development Consultants

Builder: VanMar Constructors Inc.

Architect: Integra Architecture Inc.

Development costs: Budget: \$28,681,356

Dwelling type and size: A 14 storey affordable housing project built to LEED standards. Mixed-use development that includes a social service hub and 129 affordable housing units, including:

- 85 studio units,
- 32 one-bedroom units,
- 4 two-bedroom units and
- 8 three-bedroom units.
- 3 levels of above ground parkade and a landscaped courtyard on Level 4.
- L1 features a cafe as well as commercial kitchens on L4 and L7, office space, classrooms, and multipurpose areas to support the work of the societies.

Affordability: Ranges between \$375-\$850 for studio and one-bedroom units and between \$550-\$1,375 for two- and three-bedroom units.

Target group: Storeys meets the needs of Richmond's diverse community by providing housing and support services for vulnerable residents including low-income and lone-parent families, individuals overcoming addiction, seniors previously at-risk of homelessness, and individuals dealing with mental health challenges.

Project Partners and Financing

- The City of Richmond provided a capital contribution of approximately \$19.8 million and the long-term lease of city-owned land.
- The Governments of Canada and B.C. provided approximately \$3.1 million through the federal-provincial Investment in Affordable Housing Agreement.
- The B.C. Government provided interim construction financing of approximately \$30.7 million.
- The project received a Homelessness Partnering Strategy grant of approximately \$2.2 million.
- The non-profit consortium is responsible for the ownership and management of the building and provided approximately \$1.95 million for the construction of the project.



Figure 12: A Typical Unit, Source: City of Richmond

Benefits, Successes, and Market Response

Storeys is an example of transferability for future planning. Faced with acute housing affordability challenges—municipalities, in partnership with other levels of government, will need to continue to explore innovative approaches to developing affordable housing. Storeys is a unique example of the use of the City's innovative affordable housing policies, which can also be applied to future affordable housing projects.

This model includes tools that other municipalities may wish to replicate:

- The City acquiring land for the purpose of developing affordable housing
- The co-location of supportive and affordable housing alongside a service hub, providing much-needed space for Richmond non-profit agencies
- A nominal long-term lease of City-owned land for a non-profit driven affordable housing development
- A Request for Expression of Interest that provides the opportunity for smaller non-profit organizations to apply as a consortium, and
- The development of a Special Development Affordable Housing Circumstance Policy and Value Transfer Mechanism that allows developers to transfer their built affordable housing contribution to a stand-alone supportive housing development.

The content in this case study is based on information from the following sources:

City of Richmond

<https://www.richmond.ca/services/communitysocialdev/affordablehousing/HousingProjects.htm>

Integra Architecture Inc.

<https://integra-arch.com/our-projects/storeys-community-housing-services/>

Vanmar Constructors Inc.

<https://vanmarconstructors.com/projects/richmond-storeys/>

LE PÉLICAN

Montreal, Quebec



Figure 13: Le Pélican, Source: Denis Tremblay, Batir son quartier

Habitations Loggia-Pélican (Le Pélican) is the first and largest project of its kind in Quebec to combine three aspects of accessibility in one project: the first being units designated for independent living, the second is for the elderly with some need for supports, and finally, for people needing assistance. ^[5] The project offers housing for a diverse group of individuals with varying needs of support under the same roof. This innovative project was developed in collaboration with a local consultation group, BRIC, that has “universal accessibility” written in its DNA. It is also the first project with a unique and specific focus on the wellbeing of people aged 50 and over. All of the 179 units and shared spaces are adaptable and universally accessible so that people with and without disabilities can live together in the same space.

It is a large-scale project that provides community housing units for low- or modest-income couples and people living alone. Three kinds of tenants live together in the building, creating an interesting social mix: 108 units are designed for semi-independent seniors, 61 units for people aged 50-64, and 10 units for people living with physical disabilities.

Le Pélican is located in Rosemont, a central Montreal neighbourhood, on the former site of the Norampac factory, facing a beautiful public park. The

⁵ Edith Cyr, Director General, Batir son quartier

community has long advocated for the development of this type of accessible and affordable community housing on this site. Over time, a total of about 1150 private or community housing units will be built on the property.

Project Information

Location: 2535, Place Pierre-Falardeau, Montreal, Quebec

Completion: 2015

Total Area: 15 680.2 m²

Number of Units: 179 community housing units that are universally accessible:

- 108 accessible units for people aged 65 and over with slightly diminished independence
- 10 adapted units for people living with a physical disability
- 61 units for independent people aged 50 and over

Unit sizes: Approx. 44 m² for a studio, 56 m² for a one-bedroom, 72 m² for a two-bedroom unit.

Construction Cost: The building cost was slightly less than \$30 million

Project Participants:

Funding program: AccesLogis Quebec

Builder: OBNL Habitations Loggia-Pélican

Project Management: Batir son quartier

Architects: Ruccolo + Faubert, in collaboration with Rayside Labossiere and Lupien + Mateau architecture

Partner providing services to people living with a physical disability:
Habitations Pignon sur roue

Other funding partners: Pignons sur roues, Societe d'habitation du Quebec, Subvention d'adaptabilite du lodgement, SUAL, Residential Adaptation Assistance Program.

Affordability: The people living in the units have low or modest incomes, and for half of them rent is set at 25% of their income.

Target occupants: People with and without disabilities living together for social diversity.



Figure 14: Accessible Mailboxes, Source: Denis Tremblay, *Batir son quartier*

Accessible, Visitable, and Universal Design Features

- All of the units and shared spaces are adaptable and universally accessible (thanks to funding from *Subvention d'adaptabilité du logement*) in the case of the 61 units for people aged 50 to 64.
- Tenants who need their units to be adapted to their specific needs can benefit from a subsidy from Residential Adaptation Assistance Program.
- Units for people aged 65 and over include grab bars in bathrooms.



Figure 15: Accessible Patio, Source: Denis Tremblay, *Batir son quartier*

- All units are equipped with light switches and thermostats that are within reach from a seated position.
- The building has two elevators, and mailboxes can also be reached from a seated position (*see Figure 14*).
- Thresholds in each unit are designed to ensure balcony access.

Benefits, Successes, and Market Response

Besides offering accessible units to low-income couples and individuals, the housing is highly affordable:

- Units for independent people aged 50 and over are available starting at \$611 for a studio apartment. Half of these units have a rent subsidy, allowing tenants to pay no more than 25% of their income as rent.
- Units for seniors start at \$866. The following services are included for \$277 per month: five meals per week, organized activities, supervision provided by designated tenants, a community support worker, an on-site janitor and building manager, and cable TV.



Figure 16: Community Area, Source: Belvedere Communications, *Batir son quartier*

- Units for people with disabilities are rented for an amount equal to 25% of the tenant's income. *The Société d'habitation du Québec* (SHQ) covers the remainder of the rent. These tenants receive support from *Pignon sur roues*.

This is a project that local stakeholders had long been hoping for, and one of the most obvious indicators of its success is that it is always fully occupied.

The content in this case study is based on information from the following sources:

Batir son quartier

<http://www.batirsonquartier.com/>

Loggia Habitations Communautaires

<http://loggiapelican.ca/>

Ruccolo + Faubert Architectes

<http://rfaarchitectes.com/>

Rayside Labossiere

<http://www.rayside.qc.ca/>

Lupien + Matteau

<http://www.lupienmatteau.ca/>

INCLUSIO

Calgary, Alberta



Figure 17: Inclusio, Source: Accessible Housing/Facebook

Created to help meet the growing need for accessible and affordable housing in Calgary, Accessible Housing's Inclusio is the first building of its kind in Alberta designed to serve those with limited mobility. The three-storey building features fully automated, accessible supportive living features throughout its 45 studio suites.

Context

Stacey Stilling, Executive Director of the project developer Accessible Housing says, "Accessible Housing is leading the field with the development of Inclusio. In striving to provide affordable housing to low-income citizens, we have had to overcome challenges with our neighbours, nimbyism, development issues, managing constant change and growth, and increased funding needs. In doing so we expanded the community from 11 to 45 people; from an old, modest bungalow to a new, digitally enhanced, modern building providing a supportive community built on the foundations of dignity and healthy independence."

Site

The building, featuring concrete construction, is safe and modern in design and fits quietly into the surrounding community overlooking Confederation

Park. Located close to major streets and avenues, Inclusio offers ease of access to local transportation options, allowing residents to more easily engage within the community.

Inclusio is a supportive living environment, meaning residents have access to many types of supports for activities of daily living, such as care and support provided by health care aides and case management services. Shared common living spaces and laundry rooms are available on each floor, and there is a central dining room (designed to offer three meals per day, seven days per week) and a wellness room (complete with a therapeutic tub).

Residents also have access to an enclosed parking garage (with parking stalls wide enough to accommodate specialized vehicles) as well as on-site administration, maintenance and housekeeping services.

Project Information

Location: 1129 23 Ave. NW., Calgary, Alberta

Construction Timeline: January 2015-December 2017

Number of units: 45 units: 24 studio suites (400 sq. ft.) and 21 studio-plus suites (530 sq. ft.). Units are barrier-free, equipped with a kitchenette and private bathroom.

Size of building: 42,000 sq. ft., three-storey concrete construction

Developer: Accessible Housing

Development Partners:

Architect: Gibbs Gage Architects

Construction: Centron Group of Companies

Development costs: \$16 million (includes construction, land, technology and enhancements)

Operational Funding: Government of Alberta (Ministry of Community and Social Services)

Capital Funding: \$4 million funding from the Government of Alberta (Ministry of Seniors and Housing).

Additional capital funding: R. Charlie Guille & Family, Bill Kujat & Family, Centron Group of Companies, RGO Products Ltd., BMO Financial Group, Trico

Homes, Stantec, Canadian Natural, Anthem Properties Group Ltd., Heather and Ian Bourne, and the Taylor Family Foundation.

Affordability: Inclusio is affordable housing, meaning all residents earn less than \$46,000 in annual income. Inclusio was designed for adults over the age of 18 who require some assistance with their daily lives, but also value autonomy and independence. Residents participate in income and asset testing and accommodation charges (inclusive of rent, meals, housekeeping, maintenance, and most utilities) are then set based on a rent geared to income model.

Target Occupants: Highly vulnerable individuals with limited mobility

Accessible, VISIBLE, and Universal Design Features

Most of the integrated features incorporated into Inclusio were voluntary for the organization but implemented based on best practice learnings from the 45+ year history of the organization serving those with limited mobility. Additionally, the original tenants discussed which features would make life easier for them. These items included push open door fronts, cabinets that were accessible while using a wheelchair, tables that would adjust to the height of wheelchairs, and cabinets above the shelf instead of under vanity.

Other features include:

- Flooring finishes that consider ease of use for wheelchairs and walkers with minimal to no significant transitions.
- All areas of the building have frequent sightlines to exterior spaces and easy access to outdoors.
- Wellness room equipped with access to both overhead or manual lifts as well as a towel warmer for comfort.
- The main entrance enclosed vestibule is always open and creates a safe zone for residents as they come home and enter the building (especially in the cold climate).
- A large backup generator designed to service the kitchen, nurse call system, both elevators, and suite doors.



Figure 18: Typical Accessible Washroom, Source: Accessible Housing/Inclusio

All resident suites have design features that have been incorporated to focus on enhancing independence. They include:

- Overhead ceiling track lifts – these are not used by all residents, but all suites are equipped as residency changes or as care needs of the resident increase.
- All suite doors are extra-large and are equipped with an auto-open feature with the touch of a button on a mobile device or a handheld access fob.
- All washroom areas have a large turning radius space to accommodate movement while using a wheelchair, grab bars in strategic locations near the toilet and shower, as well as additional structural backing in the walls to accommodate more grab bars as needed for customized care (see Figure 18).
- All window coverings and lights function either on their own or through the integration of technology, as well as the option of the resident to add on Amazon Alexa or Google Assistant for further integrative support.

- Adjustable showerheads and pocket door to the washroom to keep the space as unencumbered as possible.
- Pressure release drawers (no handles) for those who have limited dexterity.
- Kitchenettes which feature an induction cooktop (with cookware provided), small bar fridge (raised off the floor 18-20 inches to support accessibility), special shelving in upper cabinetry that can be lowered and made more accessible, and the option of an adjustable countertop.

Technology:

All residents will have the ability to control their environment through mobile technology, a phone, an iPad, or other tablet. This technology will allow them to control:

- Window coverings
- Door opening/closing (both within their suite and the exterior doors of the facility as a whole)
- Lighting
- TV and multi-media controls

Common areas:

- Community common areas on each residential floor, with fireplaces
- Common dining room that opens up to grade-level patio
- All common areas are open and free of encumbrances allowing those using wheelchairs and mobility aids ease of access, but tastefully decorated with ample seating for guests as well (*see Figure 19*)
- Accessible laundry facilities (for use by staff and residents)

Outdoor spaces:

- Accessible patio overlooking Confederation Park on each residential floor (accessible at any time through the use of electronic wheelchair access buttons)
- Two heated concrete walkways to improve rollability conditions
- From the main road to reception
- From the main road into the garage ramp
- Curb cuts to access local transportation with direct access to the heated ramp



Figure 19: Shared Common Living Space, Source: Accessible Housing/Inclusio

Additional features

All meals are prepared in a commercially equipped central kitchen.

Building safety systems include fire detection/alarm/sprinkler systems and emergency lighting systems. Other emergency/security systems include a comprehensive emergency (nurse) call system, and closed-circuit TV monitoring systems.

The building design and style of service create a warm, home-like (non-institutional) atmosphere for residents. The overall goal is to provide excellence in service and assist residents to support their quality of life and current abilities. When declining health or ability does occur, residents will be assisted to ease into that transition.

- Resident-Centred Approach - residents and families come first;
 - Integration within the facility and the community-at-large - the prevention of loneliness and isolation among residents is paramount
 - Quality, effective service provision based on outcome indicators

- Caring, competent and collaborative staff provide the best customer service
- The staff's service approach is enhanced by the design of the building to balance health promotion, safety and support of resident independence with care provision



Figure 20: Wider Hallways, Source: Accessible Housing/Inclusio

Benefits, Successes, and Market Response

"The benefits realized through the building of Inclusio have been significant. Not only for our residents but for family members as well as our staff working with residents each day," says Stilling.

"While supportive living is not a new concept in the realm of housing the uniqueness of Inclusio is that it was built to specifically support residents with limited mobility. We have experienced a number of success stories," she says. Some of the comments which have been shared by residents are:

- Allows us to go out into the community and feel safe and comfortable

- The supports we received offer us the ability to contribute to society (working/volunteering) and to offer what you can back
- Has given me a sense of hope, purpose and fulfillment
- Has helped reduce the feelings of uncertainty you feel when disabled
- My mom sleeps at night now not being worried to get a call that I have fallen and need help
- Accessible Housing is not in the business of building places, they are in the business of saving lives
- I have so much I want to do and I feel like I can do it now!
- I was very isolated and depressed, now I have started to live
- My mom took a vacation for the first time in 10 years

Stilling continues, "As part of this one-of-a-kind project, we are heavily landscaping the surrounding property, with many large trees, shrubs and plantings within a wheelchair-accessible space. This property overlooks Confederation Park, a much-loved and well-used park within Calgary's core. We are creating this welcoming and rejuvenating landscape to help blend the building into the adjacent Park setting, and also to offer the residents an opportunity to spend time in nature, which is therapeutic. Paved pathways within the park also offer a unique opportunity for residents to get out and explore other areas of the City adjacent to the park."

The content in this case study is based on information from the following sources:

Accessible Housing

<http://accessiblehousing.ca/inclusio/>

AXESS CONDOS



Figure 21: Axess Condos, Source: Quadrangle and Human Space

Pickering, Ontario

A first-of-its-kind – a Canadian developer plans to build the world’s first accessible condo. Liberty Hamlets will design and construct a condo where 100% of units are accessible (100% meeting the Ontario Building Code barrier-free requirements and 20% exceeding the Ontario Building Code minimum requirements). The intent is to create a holistic community with a diverse group of residents that includes people with disabilities. President of Liberty Hamlets, Dan Hughes, is on a mission to respond to the demand for accessible housing and to help families grow together and be a part of an inclusive community where the family unit can continue to live together. The Canadian developer builds housing solutions with attention to inclusive living. His residence promotes real-life functionality and mobility in

condominium living, offering barrier-free designs specifically to aid independent living as well as traditional suites.

Each of its 336 units will feature wider corridors and doorways, levered door handles, washrooms large enough to allow people who use mobility devices to turn, and at least one walk-in shower per unit. Braille/tactile markings will be provided throughout the building as well.

"I have made it very clear that this is not an option to purchase, these are the lives of the individual and it doesn't require a lot of customization. The accessible items such as a roll under countertop in the kitchen or washroom will not be an added fee to purchase. If they want the updated kitchen cabinets or countertops then yes that is a fee and that is the same as everyone else," says Hughes.

Project Information

Location: 1525 Pickering Parkway, Pickering, Ontario

Construction timeline: Spring 2020 with occupancy in the fall of 2022

Total Size: 2 24-storey towers with Podium – 361,000 sq. ft.

Number of units: 336 units: 100% accessible; 20% of condos will be reserved for those with disabilities and their families; 10% will be sold to individuals with cognitive disabilities and 10% to people with physical disabilities.

Unit sizes: Ranging from 536-980 sq. ft. (872 sq. ft. average)

Development Team:

Developer: Liberty Hamlets

Builder: Fieldgate Construction Management Limited

Architects: Quadrangle Architects Limited

Landscape architects: The MBTW Group

Development cost: \$160 million, non-subsidized

Target occupants: People with disabilities and their families

Affordability: Starting in the \$300,000s

Accessible, Visitable, and Universal Design Features

- 80% of condominium units will be sold to the general public

- 10% of condominiums can be customized to an individual's needs and abilities as an upgrade during the purchase period
- 10% of units are geared specifically for families with a person with a disability

Doorways, Doors, and Handles

Entranceways, doors and handles are all upgraded from the traditional sizes to aid in access and independence for people. These features are especially useful for those who use mobility equipment.

- All doorway clearances within the suite will be wider at a clearance of 865 mm (34 inches), at minimum.
- All bedroom and bathroom doors will be at least 865 mm (34 inches), at the minimum opening. Per the Ontario Building Code, only one bedroom and bathroom door must comply. These measurements will be applied to all doors.
- Door handles will be lever style for easy manipulation.

Power Operated Front Door Entry

A power-operated entrance is a convenience for residents with young children and persons using mobility devices and is overall easier to use.

- All suite front door entrances will have the ability to have a power-operated entry system rough-in ready for installation.
- Front entrance doors and entrances will not only be wider with an appropriate size door, they will include a 600 mm and 300 mm latch side clearance (LSC).

Bathroom

- Grab bars and flexible handheld shower faucets greatly improve the functionality of the shower.
- At least one bathroom in each suite will be grab bar ready (wall reinforcement to 100% of units; buyers can decide if they want to actually have grab bars installed) in the shower and have a handheld shower faucet.



Figure 22: Amenities include an indoor pool and fitness room, Source: Quadrangle and Human Space

Amenities

- Indoor pool and a fitness room
- Social lounge and gathering room
- Outdoor barbecue and lounge
- Shuttle service within the community (i.e. GO station, mall, recreation centre)
- Commercial lease within the building (i.e. restaurant, medical, supportive services)

Roll-in Shower

The shower area will be accessible by wheelchair, featuring a smooth floor transition surface. This design is also useful for people with other mobility disabilities.

Clearances and Turning Radius Accommodation

- Bathroom specifications will be modified to include additional clearances, up to 900 mm x 1500 mm. This will improve the clearance for transfer space beside the toilet, shower, and knee allowance underneath the sink.
- For 20% of units, the additional space is over and beyond The Ontario Building Code, which is 1500 mm turning radius in bathrooms.

Under-sink Knee Clearance

- The sink height will be approximately 865 mm and will meet OBC 2020 amendments. The included knee clearance will allow people using wheelchairs to have the proper sink and under countertop space to utilizing the washroom fully and independently.

There is an option to custom design a kitchen that is functional according to the resident's needs. Upgrades include the following, where possible:

Layout

- Minimum of 1100 mm clearance around the kitchen island
- Under-sink clearance at 686 mm
- Accessible countertop heights will be at 865 mm

Accessible Appliances

- Side-opening oven
- Double-door fridge
- Cooktop with knee clearance
- Dishwasher drawer

Further Modifications

- Pre-planned electrical outlet placements
- Accessible hardware
- Easy slide doors
- Closets with easy reach
- Color/tonal contrast package
- Emergency back-up power within the suite



Figure 23: Accessibility and inclusion as core design priorities, Source: Quadrangle and Human Space

Benefits, Successes, and Market Response

The Pickering Parkway property is currently in the development and site plan application stage. The site is clean, serviced to the lot line, and the developer has assembled a development team that is currently working with the City of Pickering and Region of Durham to acquire Site Plan Agreement.

The inspiration behind the project is a commitment to enhance the lives of people with disabilities and their families. Hughes's parents had physical disabilities and he works as Executive Director of Enhanced Day Program for autistic adults. Hughes also sits on the City of Pickering's accessibility committee.

The building will be located near an outdoor facility for service animals. Personal support and respite workers will also be available to residents onsite by means of a concierge service. Plans are underway for a nearby arts centre, youth/seniors' centre and library.

"Although this project has not gone on sale, we have had an incredible couple of moments of marketing specifically within our community. Without doing any online advertising or pushing sales, Liberty Hamlets Inc has had over 750 families registered for units," says President Dan Hughes. "This will allow us to reach our goal of 70% of all units being sold out in order to meet the requirements of construction financing."

The content in this case study is based on information from the following sources:

Liberty Hamlets

<https://www.libertyhamlets.ca/>

Dan Hughes, Liberty Hamlets

Quadrangle Architects Limited and Human Space

<https://www.quadrangle.ca/portfolio/axess-condominiums>

THE SALVATION ARMY CHES PENNEY CENTRE OF HOPE

St. John's, Newfoundland



Figure 24: Construction Progress as of September 19, 2019, Source: Bradley Reid, Salvation Army

As part of the largest program of its kind in Canadian History, the Government of Canada has invested in Permanent Supportive Housing for Vulnerable Citizens in St. John's, Newfoundland. The project will be a 5-level facility that will include 20 housing units on two floors (10 units per floor) with wrap-around services provided on the ground level as well as levels 1 and 2.

The project will serve single men and women, seniors, indigenous people, veterans, and individuals with mental health and/or addiction challenges. A minimum of two units will be designated to chronically and episodically homeless individuals.

The wrap-around services onsite will include: a food bank, soup kitchen, nurse practitioner, addictions counselling, social workers, chiropractic services, orthopedic clinic, barber, education and training, emergency services, correctional counselling, and housing support workers. All service providers are offering pro bono services and/or are volunteer-run. No rental income will be used to supplement these services, as they are provided by The Salvation Army in partnership with their community partners.

Project Information

Location: 12-18 Springdale Street, St. John's, Newfoundland

Construction Timeline: July 1, 2018 – May 20, 2020

Dwelling type and size: Multi-level facility approximately 16,000 sq. ft.

Total number of units: 20

Size of units: Approximately 400 sq. ft.

Development Partners:

The Salvation Army

Architect: LAT 49 – Jeremy Bryant

Builder: Redwood Construction Ltd

Construction Cost: \$11,934,514

Total Project Cost (including demolition of old facilities): \$15,366,966

Affordability: 80% of median market rent as per CMHC application requirement

Target group: Individuals between ages 19-64, single men and women, seniors, indigenous people, veterans, and individuals with mental health and/or addiction challenges.

Financing

Affordable Housing Initiative: \$4,000,000

Homelessness Partnership Strategy 2014: \$232,475

Homelessness Partnership Strategy 2012: \$294,918

Provincial Homelessness Fund 2015/2016: \$500,000

Canada Mortgage and Housing Corporation: \$1,160,000

Salvation Army: \$4,275,000

Mortgage: \$573,698

Capital Campaign: \$4,330,875

Total Secured Funding: \$15,366,966

Accessible, Visitable, and Universal Design Features

The entire building will meet the Newfoundland and Labrador accessibility act. The building will be fully accessible. The 20 housing units are being built as visitable and as per the standards for universal design. Some features were required by code and others simply from the fact that a facility that was fully accessible and built with universal design features was wanted.

Two units are fully wheelchair accessible. The remaining units can be easily modified for full wheelchair accessibility and based on tenant need with little post-construction cost.

Accessible features were incorporated into the design from the beginning. A recent change in the design process required The Salvation Army to adjust its exterior ramp from a 1:12 to a 1:16 slope, to reflect changes in Newfoundland and Labrador Accessibility Standards, which involved an additional cost in excess of \$100,000.

Benefits, Successes, and Market Response

So far, the project has been looked upon by the community partners as being very positive. It provides a space that is intended to be all-inclusive not only in reference to meeting accessibility standards, but also recognizing other needs such as the inclusion of gender-neutral washroom facilities.

The content in this case study is based on information from the following sources:

Bradley Reid, Salvation Army

Canada Mortgage and Housing Corporation

www.cmhc-schl.gc.ca/en/media-newsroom/news-releases/2019/government-canada-invests-permanent-supportive-housing-vulnerable-citizens-st-johns

CORNERSTONE HOUSING

Whitehorse, Yukon



Figure 25: Cornerstone Affordable and Supportive Housing Development, Source: Challenge Disability Resource Group

Through the Cornerstone Affordable and Supportive Housing Development, Challenge Disability Resource Group plans to address the shortage of affordable and supportive accessible apartments in the Yukon by building 53 units. The primary goal of Cornerstone Affordable and Supportive Housing Development is to provide a continuum of support to individuals with moderate disabilities and mental health challenges. The continuum of services will be delivered in accordance with the unique needs and personal choices of the individuals with the ultimate goal of independent living. A convenient downtown location provides residents with the foundation to live safely and independently.

Primary Objective:

- To improve the quality of life and care for persons with disabilities and mental health challenges
- To individualize services to Challenge Disability Resource Group tenants
- To improve and expand services and facilities serving persons with disabilities and mental health challenges to reflect the needs of the clients as well as the philosophical thrust of normalization principles.

Mandate:

The Cornerstone Affordable and Supportive Housing Development operating through Challenge Disability Resource Group are directly responsible for the following activities:

- Working directly with community agencies to encourage the development of individual services for adults with moderate disabilities and mental health challenges
- Coordinating the development of residential and evening program alternatives for Challenge Disability Resource Group tenants
- Liaison with community agencies as well as other government services in providing effective and efficient services to Challenge Disability Resource Group tenants
- Monitoring and evaluating services and programs in the Cornerstone Building
- By increasing the capacity for Challenge Disability Group tenants in their endeavour for independent living

Project Information

Location: 704 Main Street Whitehorse, Yukon

Construction Timeline: Spring 2020

Dwelling type and size: Mixed-use commercial and residential

Number of Units: 53 (45 rental, 8 home ownership)

Size of units: One-bedrooms at 456 sq. ft. (larger for accessible units)

Project Size: 56,300 sq. ft

Construction Cost: Original budget \$17.8 million

Total cost: \$23 million

Project Participants:

Client: Challenge Disability Resource Group

Architect: Kobayashi & Zedda Architects

Builder: TBD

Affordability: \$950 per month inclusive of utilities (water, sewer, garbage, heat, and electricity)

Target occupants: People at risk of homelessness, persons with disabilities, individuals facing barriers to full capacity employment, low income.

Financing

Letter of Intent from CMHC including:

- Innovation Fund - \$2,250,000
- Co-Investment Fund - \$9,081,000
- Seed Funding - \$50,000

Letter of Intent Yukon Government/Yukon Housing Corporation including:

- Municipal Matching Grant - \$5,000
- Victims of Violence - \$150,000
- Contribution Agreements
 - Land Purchase - \$750,231
 - Capital Project Development - \$1.15 million
 - Capital Funding - \$5.77 million

Challenge Investment

- Cash Investment - \$100,000
- Land Value Investment - \$500,000
- Affordable Home Ownership - \$2,759,200 (revenue from sales)

Accessible, Visitable, and Universal Design Features

All publicly accessible areas will be accessible by design, including gender-neutral public bathrooms and the drop-in space.

The commercial social enterprise of Bridges Café and Catering is designed to include accessible fridge/freezer space, storage and counter space.

The office space on the 2nd floor is created with universal design at the forefront and includes accessible workstations, audio/visual units that assist individuals with learning disabilities, and accessible meeting and board room space with movable and adjustable tables.

Elevator access and keyless fob systems are in place for safety and security with accessible egress stations located on every level.

Costs of Introducing Accessible, Visitable, and Universal Design Features

The cost of introducing these features is significant and the overall cost of the building at this time is approximately \$23 million. Challenge Disability Resource Group would prefer to offer all accessible units as a standard, but the cost far outweighs the revenue required and will reduce the number of actual units. To reduce the cost, the organization is purchasing all kitchen cabinets and unit furniture including cooktops, refrigerators, microwaves, ovens (1/3 of the units will have ovens), beds and bedroom furniture, living room furniture etc. All rooms will be furnished.

Other Features

Commercial Ground Floor:

- Bridges Café and Catering (Challenge DRG Social Enterprise)
- Leased space (preferable convenience store)
- Drop-in space
- Medical room and staff office

Business and Residential 2nd floor:

- Challenge offices and programming space
- Leased offices (clinical counsellors and Learning Disabilities satellite office)
- 3 accessible units, 3 affordable units

Floors 3-5:

- 3 accessible units per floor
- 9 affordable units per floor

Floor 6:

- 1 and 2-bedroom affordable homeownership penthouse units (all pre-sold)

Rooftop:

- Outdoor accessible raised garden beds
- Storage shed

Basement:

- Mechanical
- Storage units for tenants
- Storage units for penthouse units

- Storage for Challenge DRG
- Bicycle storage
- Elevator access

Benefits, Successes, and Market Response

Housing affordability is a critical issue in Whitehorse. There are no meaningful private market responses without incentives to support development costs. With the building of Cornerstone Affordable and Supportive Housing Development, Challenge Disability Resource Group will attempt to address the shortage with its 53 affordable, accessible and supportive units. This supportive housing project proposes to provide long-term and affordable housing for individuals experiencing homelessness, and those with moderate disabilities and/or mental health challenges.

The content in this case study is based on information from the following sources:

Jillian Hardie, Executive Director Challenge Disability Resource Group

<https://www.challengedrg.org>

Kobayashi & Zedda Architects

<https://kza.yk.ca/projects/cornerstone-supportive-affordable-housing-project/>

VETERANS' HOUSE

Ottawa, Ontario



Figure 26: Veterans' House, Source: Multifaith Housing Initiatives, CSV Architects

Veterans' House targets the needs of the rising number of homeless veterans living in Ottawa. A three-storey building that will provide 40 affordable, rental and supportive studio units for veterans, Veterans' House is scheduled for completion in the fall of 2020.

The energy-efficient building will be designed to Passive House standards and will provide safe, healthy and affordable housing for veterans who are currently homeless or need affordable housing. 100% of units will be built to Universal Design standards. 20% of units will be built to accessibility standards, as outlined by the building code. ^[6]

Veterans' House will include support services designed to meet the particular needs of homeless or precariously housed veterans in the Ottawa area. The supportive "Housing First" housing model will help these individuals gain stable housing and recover from health, mental health, and addiction-related challenges. The supported housing model is designed to improve their overall quality of life, as well as the lives of their families who are unable to provide them with the support they need.

⁶ Suzanne Le, Executive Director, Multifaith Housing Initiative

For this Veterans' House initiative, Multifaith Housing Initiative (MHI) will own the Veterans' House building and manage the property. Using the Former CFB Rockcliffe Airbase Lands in Ottawa, the proposed building will comprise of three floors of living space, one floor of communal space, and a basement for administrative purposes.

Project Information

Location: Rockcliffe Airbase, 745 Mikinak Road, Ottawa, Ontario

Construction Timeline: To be completed in November 2020

Number of Units: Three-storey building with 40 rental housing bachelor units. Wheelchair accessibility will be provided for a least 15% of the units.

Estimated Construction Cost: \$11.5 million

Project Participants:

Multifaith Housing Initiative

Ottawa Salus

Veterans Affairs Canada

Soldiers Helping Soldiers

The Royal Canadian Legion Ontario Command and District G

True Patriot Love

Canadian Forces Morale and Welfare Services

Support our Troops

Helmets to Hardhats

City of Ottawa

CAHDCO, CCOC's Development Corporation

CSV Architects

MacDonald Brothers Construction

Royal Canadian Legion, Ladies Auxiliaries of Ontario Command

Funding:

Surplus Federal Real Property for Homelessness Initiative

Waivers of Municipal fees and charges

CMHC Co-Investment Grant

CMHC Co-Investment Loan

Affordability: Tenants will pay max shelter allowance rate for Ontario Disability Support Payment in rent, currently budgeted at \$497/month per unit.

Target Occupants: Veterans who are homeless or are at risk of homelessness.

Accessible, Visitable, and Universal Design Features

- Two offices will be located in the building to provide easy access to support services for the veterans as they adjust to civilian life
- Indoor communal and amenity spaces located on the ground floor of the building will include a multipurpose room, a fitness room, and a shared kitchen. These are provided to promote community engagement and healthy living
- A calming outdoor space will include a water feature, patio area for gatherings, sitting and garden areas
- Outdoor space will be inclusive of quiet sitting areas, as well as space to accommodate the needs of tenants with service dogs (see Figure 24)
- 40 bachelor units with an emphasis on communal spaces to meet the needs of the military culture (see Figure 25)
- 20% of units built to accessibility standards
- 100% of units built to Universal Design standards



Figure 27: Outdoor Space with Quiet Sitting Areas, Source: Multifaith Housing Initiatives, CSV Architects

- Energy-efficient building designed to Passive House standards



Figure 28: Multipurpose Room, Source: Multifaith Housing Initiatives, CSV Architects

Benefits, Successes, and Market Response

Recognizing that there is a need for housing for veterans across the country, once the first project has been completed and the model has been tested, MHI is committed to seeing this “Housing First” model replicated across the country in areas with proven need.

The content in this case study is based on information from the following sources:

Multifaith Housing Initiative

<https://www.multifaithhousing.ca/veterans-house.html>

CAHDCO

<http://www.cahdco.org/project/mhi-veterans-house/>

CSV Architects

<http://www.csv.ca/veteranshouse>



Figure 29: Typical Bachelor Unit, Source: Multifaith Housing Initiatives, CSV Architects

AMBROSE PLACE

Edmonton, Alberta



Figure 30: Ambrose Place, Architectural Rendering, Source: Ambrose Place

Ambrose Daniels, after whom Ambrose Place was named, died on the streets as a person who was homeless. In 2006, non-profit group NiGiNan Housing Ventures set out to do something about this tragedy. They hired barrier-free architect Ron Wickman to design a home for Alberta's homeless community, couples of Indigenous descent, and chronic substance abusers who cannot be housed within existing facilities. The result was Ambrose Place, a four-storey multi-unit residential building that is accessible and affordable. 14 of the units on the fourth floor are available for those seeking safe, affordable housing and the remaining 28 units on the second and third floors are supportive housing.

What makes Ambrose Place unique is that it aims to provide housing and support services within a culturally sensitive environment to Indigenous people who are homeless and couples who have not previously been successfully housed in other facilities. It also serves people who do not necessarily require supports but need safe and affordable housing.

Ambrose Place meets two housing needs. It provides both supportive housing units and affordable housing units within the same building, enabling residents to move from supportive housing to independent living while remaining within their existing community. The community facilities

located on the first floor are available for use by all residents. Residents living in the 14 affordable housing units can purchase meals from the on-site kitchen on a regular basis.



Figure 31: Accessible Entrance, Source: Ambrose Place

Project Information

Location: 9629 106th Ave. NW, Edmonton, Alberta

Completion: November 2014

Number of units: 42 units; 36 bachelor suites and 6 two-bedroom suites

Development Partners:

Niginan Housing Ventures

Right At Home

City of Edmonton

Alberta Health Services

Communitas

College of Physicians and Surgeons of Alberta

Boyle McCauley Health Center

Ron Wickman Architect

Rescom Inc.

Homeward Trust

Missing Link

Development costs: \$13.5 million

Funders:

City of Edmonton

Alberta Health Services

Target occupants: Primarily serves individuals of Indigenous descent who are homeless and chronic substance abusers who cannot be housed within existing facilities.

Affordability: Some units are affordable, other units are within affordable categories, rent with 3 meals a day and health and other support services.



Figure 32: Two views of the bathrooms, Source: Ron Wickman Architect, Ambrose Place

Accessible, Visitable, and Universal Design Features

- Accessible features at Ambrose Place exceed the Barrier-Free Design Requirements of the Alberta Building Code (ramps, accessible doorways, hallway are wider, etc.)
- To ensure that Ambrose Place met accessibility requirements, the design team met with potential residents to ensure that the design would meet their needs.
- Wheelchair accessibility is addressed outside and inside all four levels of the building.
- Colour and texture contrast are used to help all users in their wayfinding.
- Persons who are blind or deaf require a common electric circuit interconnecting all rooms and with the potential for connection to the fire alarm, intrusion alarm, intercom and phone system.
- All 42 suites' bathrooms designed as wet rooms to allow for curbless wheelchair accessible showers (*see Figure 29*).
- 10 adjustable kitchens instead of the required 5.
- An L-shaped counter, which moves up and down to accommodate both residents in wheelchairs and those who have mobility; it is open underneath (*see Figure 30*).
- For a resident using a wheelchair, he/she can slide a pot along the counter from the sink to the cooktop and back.
- The upper cabinets have also been constructed to move up and down. This has all been accomplished with nuts, bolts and screws. Extra building costs were minimal.
- The main floor consists of shared spaces that include a dining room, exercise and tub room, TV and recreation areas, a Quiet Room, staff offices, staff laundry, and more.

Benefits, Successes, and Market Response

Ambrose Place is effective because it provides safe, affordable, accessible and supportive housing that looks beyond the labels of cultural origin, addiction, and disability at the whole person including their history, culture, mental, physical and spiritual needs with a focus on improving quality of life and well-being.

Executive Director Dave Ward says the main reason for the project's success has to do with the fact that they do not approach accessible, supportive housing in a linear model. They take a more holistic approach, operating by the four components of natural law: creating an environment that emphasizes kindness, honesty, sharing, and building strength.



Figure 33: Adaptable Kitchen, Source: Ron Wickman Architect, Ambrose Place

"This provides for our whole community to have unfettered access to their Indigenous identity—it's more than a facility, it's an opportunity to operate housing that offers decolonization. It's saving lives and money," Ward says.

Managed and staffed by primarily Indigenous people, Ambrose Place is the only facility in the country to create accessible, supportive housing for the hardest populations to house—the heavy users of services and people on the street. According to a report by Alberta Health Services, while at Ambrose Place, residents' hospital visits decreased significantly, "The combined overall rate of inpatient and emergency department costs decreased by 39% per year."

"it is important to study how Ambrose Place specifically has an impact on its residents," the report states, "Given the research demonstrating the impact of similar housing programs on improved health outcomes and reductions in health service utilization, and the lack of housing services with models that address Indigenous peoples' unique cultural needs, Ambrose Place is well situated to fill a gap in housing supports."

As architect for Ambrose Place, Ron Wickman shares, "Ambrose Place has changed people's lives... Ambrose Place has special meaning to myself, as my father came to Edmonton from Thunder Bay as a young man and lived

homeless for a short period of time. Finding a safe home meant everything to him.”

The content in this case study is based on information from the following sources:

NiGiNan Housing Ventures

<http://www.niginan.ca/welcome-to-ambrose-place>

Ron Wickman Architect

<https://www.ronwickmanarchitect.ca/projects-blog/ambrose-place>