



Consultation Summary Report

September 2021

Future use of the Oak Bay Lodge property

Community Consultation – Round Two

July 8, 2021 – August 6, 2021

Kirk&Co.

ABOUT KIRK & CO. CONSULTING LTD.

Kirk & Co. is a recognized industry leader in designing and implementing comprehensive public and stakeholder consultation and engagement programs. Utilizing best practices, consultation and engagement programs are designed to maximize opportunities for input. Kirk & Co. independently analyzes and reports on public and stakeholder feedback.

The views represented in this engagement summary report reflect the priorities and concerns of engagement participants. They may not be representative of the views of the public and other stakeholders because participants self-selected into the community engagement, and therefore do not reflect a random sample.

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Notification materials

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Engagement materials

1.0

Executive summary

The Capital Regional Hospital District (CRHD) is advancing the planning for the future use of the Oak Bay Lodge property with valuable feedback and guidance from the community. As part of the CRHD's mandate to develop and improve healthcare facilities, in partnership with Island Health, a second round of engagement was undertaken to seek feedback from the public on project design options and their priorities for the use of the site. This follows the consideration of ideas and input from the first round of community consultation that took place earlier this year.

In the second round of consultation, the CRHD provided information about three potential development options for the property and sought input from the public and stakeholders. These options were identified through collaboration with Island Health based on a needs assessment of services for the region.

FEEDBACK HIGHLIGHTS

Top services ranked as *extremely important* or *very important*:

Seniors housing and support



73%

Intermediate care and short-term housing (mental health and substance use services)



28%

Primary and community care, public health



70%

Rehabilitation services



28%



Preferred options that were noted as *strongly agree* or *agree* to each of the following statements:

60%
Option 1

is preferred because
it delivers the
maximum health
services on
the site

28%
Option 2

is preferred because it maximizes
the use of the site and provides a
blend of health services and
non-health services such as
affordable housing

57%
Option 3

is preferred because
it is focused on
seniors health services
and health-related
housing

This report summarizes the notification, engagement methods, and key themes based on input received from engagement participants.

How input will be used

The CRHD is reviewing and considering all input received in community meetings, online, and in written submissions from this round of consultation. The input will be used to help shape the development proposal to the District of Oak Bay for the redevelopment of the Oak Bay Lodge property. The District of Oak Bay is responsible for the review and approval of any rezoning applications for the property.

2.0

Engagement overview

Between July 8, 2021 and August 6, 2021, there were a total of 295 public and stakeholder interactions, including:



235

completed surveys
(220 online, 15 hard copy)



8

emails received to
project email address



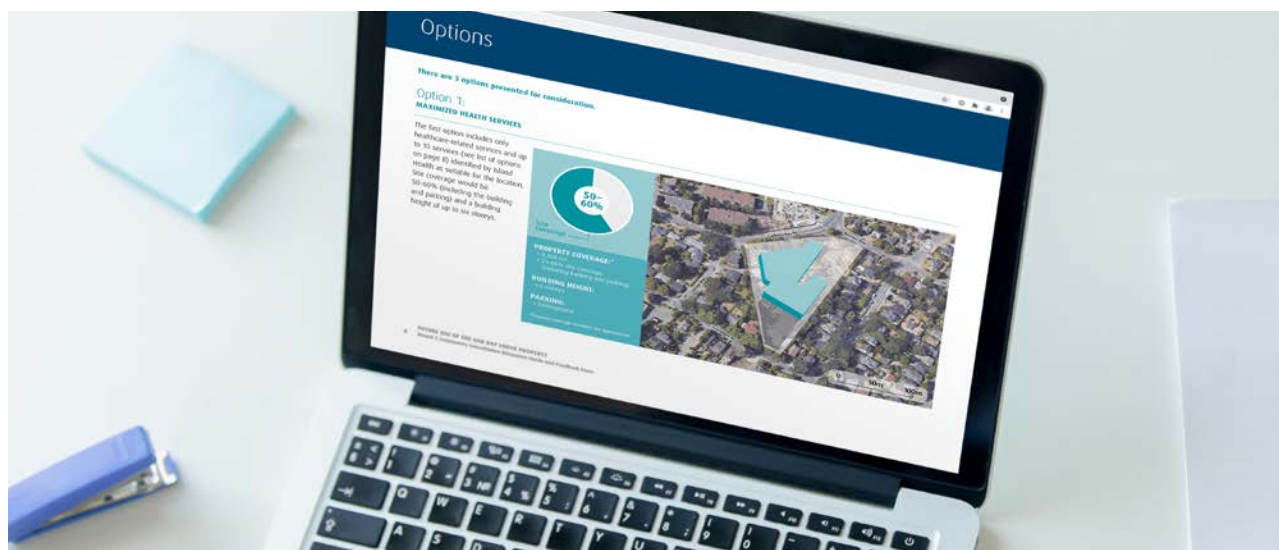
52

online open house attendees
66 total questions and comments

Notification of the opportunity to participate included a media release, newspaper advertising, social media, stakeholder outreach, the CRD Events Calendar and the project webpage.

FIRST NATIONS

Notification of the consultation process and engagement materials were shared with four First Nations in the capital region: Pauquachin, Songhees Nation, Esquimalt Nation and the WSÁNEĆ Leadership Council (which includes Tseycum, Tsartlip and Tsawout). As well, the CRD has reached out to coordinate any meetings or receive feedback.



3.0

Notification

Stakeholders and the public were notified about the public engagement opportunities using several notification methods – all of which included the link to the project webpage at crd.bc.ca/oakbaylodge.

MEDIA RELEASE

A **media release** was issued on July 8, 2021: *Capital Regional Hospital District seeks feedback on future use of Oak Bay Lodge property*. The release was distributed by the CRD to media in the local region and was **posted on the CRD Twitter account**.

Media stories

- **Feedback sought on plans for former Oak Bay Lodge site** (Times Colonist)
- **Future uses up for debate as conversation continues on former Oak Bay Lodge site** (Saanich News, Oak Bay News, Vic News, Sooke News Mirror, and Peninsula News Review)

NEWSPAPER ADVERTISING

Eight advertisements ran in community newspapers in the engagement period. The ads appeared in both the print and digital versions.

- Saanich News – July 14 and 21, 2021
- Oak Bay News – July 15 and 22, 2021
- Victoria News – July 15 and 22, 2021
- Times Colonist – July 12 and 19, 2021

SOCIAL MEDIA

Multiple posts were shared on the CRD's social channels to create awareness of the engagement and how to participate. Posts were also re-tweeted and shared by other groups and organizations.

- Twitter (@[crd_bc](https://twitter.com/crd_bc)): 9 posts
- Facebook (@[CapitalRegionalDistrict](https://www.facebook.com/CapitalRegionalDistrict)): 8 posts
 - There were two Facebook boosts during the engagement period.

STAKEHOLDER OUTREACH

There were 19 interactions with key stakeholders by phone or email to keep them informed about the engagement period, including links to the Oak Bay Lodge Redevelopment webpage, Discussion Guide and two online open houses.

Two emails were sent to stakeholders and members of the public who signed up through the project webpage to receive periodic email updates. The first email provided information on the engagement process, including links to project materials and registration. The second email thanked participants who were part of the online open houses and also encouraged recipients to submit a feedback form to provide their input.

- July 9, 2021 – sent to 106 contacts
- August 6, 2021 – sent to 118 contacts

CRD EVENTS CALENDAR

The two online open house events on July 20 and July 22, 2021 were both listed on the CRD's Events Calendar and included links to register for the events.

PROJECT WEBPAGE

All notification materials directed participants to the project webpage at crd.bc.ca/oakbaylodge.

The CRD homepage highlighted the Oak Bay Lodge Redevelopment webpage link as a feature topic starting on July 8, 2021. A panel was also added on the CRD's website under "Get Involved" to encourage feedback and participation.

Copies of the notification materials can be found in Appendix A.

4.0

Engagement methods

ONLINE OPEN HOUSES

There were 52 attendees at two online open houses on July 20 and 22, 2021. At each online open house, Michael Barnes, Senior Manager of Health and Capital Planning Strategies at the Capital Regional District, and Scott McCarten, Executive Director, Capital Management & Finance Projects at Island Health, presented an overview of the second round of engagement, and a summary of the first engagement findings, introduced the three development options being considered, and explained next steps.

- Tuesday, July 20, 2021 – 6:00-7:30 p.m.
- Thursday, July 22, 2021 – 6:00-7:30 p.m.

Following the presentation, Kirk & Co. facilitated a question and comment period. 66 total questions and comments were made during the two open houses. Attendees were encouraged to complete a feedback form following their participation in the open houses.

PROJECT WEBPAGE

All community consultation materials were available on the project webpage at crd.bc.ca/oakbaylodge starting July 8, 2021. This included information about the engagement period, options for participation, the Discussion Guide, feedback form link, media release, online sign-up for the two open houses, and frequently asked questions. As well, a link to the project email address at OBLengagement@crd.bc.ca and an option to subscribe to updates were available.

The project webpage will exist throughout the life of the project and will be updated as more information and engagement opportunities become available.

EMAIL

Eight emails were received to the project email address at OBLengagement@crd.bc.ca, which was established for the duration of the engagement period to accept submissions of feedback and to answer questions. This email address was available on the project webpage at crd.bc.ca/oakbaylodge.

HARD COPY MATERIALS

Due to COVID-19 restrictions and precautions, engagement activities took place online. To ensure that the engagement was accessible to all, more than 140 hard copies of the Discussion Guide, with the feedback form attached, were distributed to community and recreation centres in Oak Bay. The public was also able to request a copy of the materials sent to them by mail.

DISCUSSION GUIDE

A 12-page Discussion Guide provided information about the roles of the CRHD and Island Health, the two-round consultation process, a summary of the previous engagement, the location of the property, a description of the three development options being considered, and next steps for the project.

FEEDBACK FORM

235 surveys were received between July 8 and August 6, 2021. The online feedback form was available through a link on the project webpage at crd.bc.ca/oakbaylodge and was hosted on a civic engagement platform. Hard copies of the feedback form were also available at community and recreation centres in Oak Bay and upon request by mail.

The feedback form had eight questions, including about the importance of possible healthcare and non-healthcare related services, options provided in the Discussion Guide, preferences on density, notification for future project information, and respondent location. It also provided an opportunity for open-ended feedback regarding the future use of the property.

- 220 online feedback forms were received
- 15 hard copy feedback forms were received

Copies of the engagement materials can be found in Appendix B.

5.0

What we heard

ONLINE OPEN HOUSES

There were 52 attendees at two online open houses, where 66 total questions and comments were shared. The following provides a summary of the number of questions and comments from each of the open houses, as well as the key themes observed in the feedback.



Online open house 1

Tuesday, July 20, 2021

6:00-7:30 p.m.

- 32 attendees
- 26 questions and comments (26 written)



Online open house 2

Thursday, July 22, 2021

6:00-7:30 p.m.

- 20 attendees
- 40 questions and comments (38 written, 2 oral)

Themes

Building height, size, density, and proximity to neighbouring residences, including concerns about impacts of construction and operation for neighbours

Island Health, regional needs assessments and the studies that informed the service options

Mental health and addictions and transitional housing on site, mostly expressing opposition to the services being provided as part of the development

Primary health capacity need and resourcing in Oak Bay

Themes

Mental health and addictions services and transitional housing, including requests for more information about what this would look like and opposition to the services being provided as part of the development

Engagement and approval process for the project, including the service options presented, other entities involved, the covenants on the property, and suggestions to prioritize local input over regional input

Effects to neighbourhood residents as a result of the development, including increased traffic, parking spillover into the community, and facility smoking areas

Proposed health services and health services combinations, including requests for elaboration on what the proposed services entail

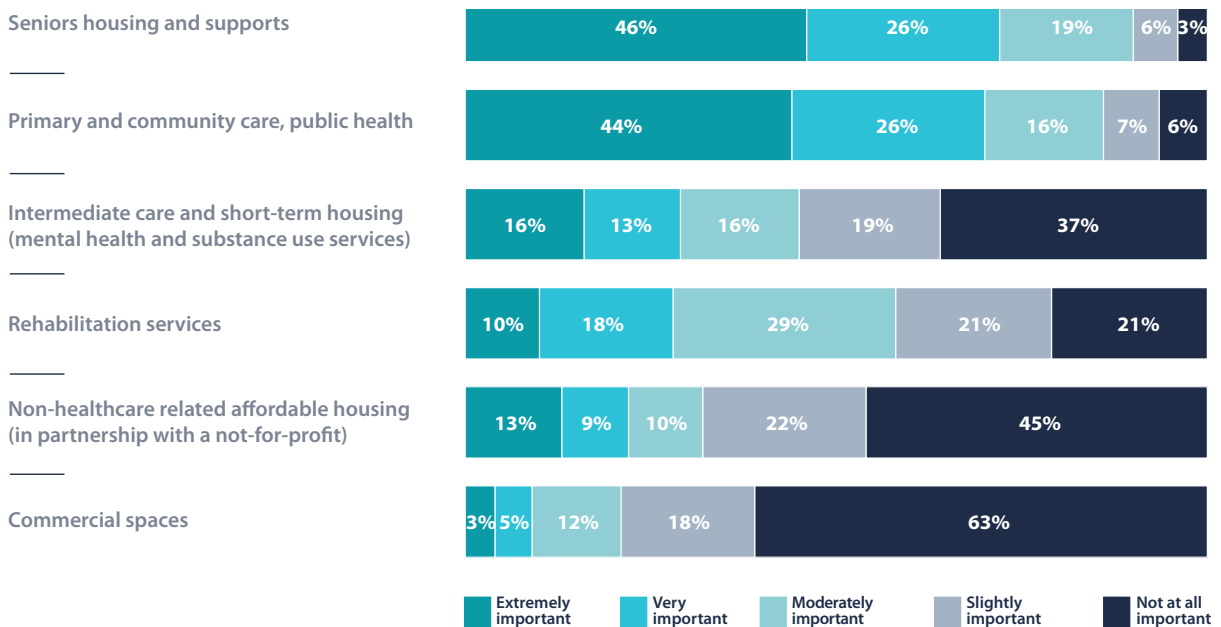
FEEDBACK FORM

235 feedback forms were received between July 8 and August 6, 2021. There were 220 feedback forms received online, and 15 were received as hard copies through the mail. The following shows the quantitative results of the feedback form, as well as the key themes observed in the open-ended questions.

- Did the Discussion Guide help you understand the options available for the Oak Bay Lodge property site and possible services that could be located there?



- Based on the options being considered, how important are the following services:

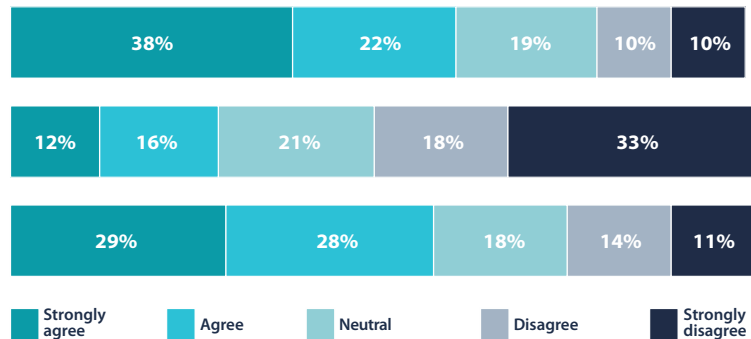


3. From strongly agree to strongly disagree, please provide your perspective on the following statements based on the options provided in the Discussion Guide:

Option 1 is preferred because it delivers the maximum health services on the site.

Option 2 is preferred because it maximizes the use of the site and provides a blend of health services and non-health services such as affordable housing.

Option 3 is preferred because it is focused on seniors health services and health-related housing.



4. Do you prefer greater density to accommodate more health and non-healthcare related services to maximize the use of the property?

35%
Yes

50%
No

15%
Not sure

5. Which of the three options best fits within the community?

44%
Option 1
Maximized health services

16%
Option 2
Maximized site use with health and non-healthcare services

41%
Option 3
Seniors focused health services and housing

6. How do you prefer to be notified about future opportunities for community input? (Check all that apply)

25%
Facebook

43%
Community newspaper advertising

43%
CRD email list

9%
Twitter

21%
Notices at community and recreation centres

10%
Other

7. Please provide any additional questions or comments you have regarding future use of the property.

Themes	Number of mentions
Opposition to mental health and addiction services and transitional housing being provided at the site, including concern about neighbourhood safety and safety of vulnerable populations such as children and the elderly	37
Comments about prioritizing seniors health services and long-term care , including rehabilitation programs, day programs, and comments about honouring the covenants and seniors being able to age close to home	35
Support for affordable housing being included in the development – 8 of whom specified that the affordable housing be for seniors	18
Comments about providing health services for the whole community , not just seniors	17
Concern about building height and density , including comments about maintaining neighbourhood character and preference for shorter and smaller building	17
Comments expressing a need for primary care and public health unit capacity in Oak Bay, with discussion of the benefits related to having a consistent primary care physician rather than going to a drop-in clinic	16
Comments about the engagement materials or process , including requests for more or different kinds of engagement and comments about the engagement topics being vague or misleading	14
Comments about maintaining the natural environment , including suggestion for green/park space as part of the development plans	11
Support for mental health and addiction services and transitional housing services being provided as part of the development	10
Comments suggesting combinations of services that differ from the options presented	9
Comments expressing the importance of maintaining respect for the local existing community and direct neighbours when making building and construction decisions	8
Opposition to commercial services being included as part of the development	7
Concern about adequate parking being provided for employees and visitors and the possibility of parking spillover into the community	7
Comments about the importance of maximizing site use , in terms of size, services delivered and public good achieved	7

Themes	Number of mentions
Opposition to affordable housing being included as part of the development	6
Comments about Island Health services, including Primary Care Networks	5
Comments expressing that Option 3 would be preferred if it didn't include mental health and addictions services and transitional housing	4
Comments about increased traffic in the area as a result of the facility, including concern about the safety of children	4
Comments about Oak Bay needing to "share the load" related to addressing regional healthcare and housing issues	4
Comments expressing that Option 2 would be preferred if it didn't include commercial services	3
Support for commercial services being included in the development	3
8. I live in...	
Oak Bay	63%
Victoria	14%
Saanich	8%
Central Saanich, Colwood, Esquimalt, Esquimalt Nation, Juan de Fuca Electoral Area, Langford, Pacheedaht First Nation, Sidney	<1% each

EMAIL

Eight emails were received to the project email address at OBLengagement@crd.bc.ca.
The following key themes emerged:

Themes

Comments about effects to **neighbourhood residents and character** as a result of the development, including concern about building height and density, increased traffic, parking spillover into the community, and facility smoking areas

Comments about the **engagement materials or process**, including requests for more or different kinds of engagement and comments about prioritizing local input over regional input and engagement topics being vague or misleading

Opposition to **mental health and addiction services and transitional housing** being provided at the site, including concern about neighbourhood safety and safety of vulnerable populations such as children and the elderly

Inquiries about **engagement process** details

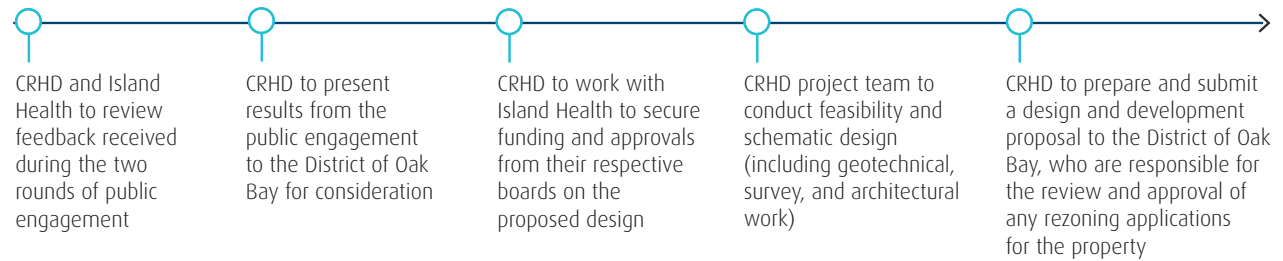
Comments about prioritizing **seniors health services and long-term care** and honouring the covenants on the property

6.0

Next steps

The feedback from the second round of the community consultation will be considered and will help guide the next phase of planning for the former Oak Bay Lodge property.

Next steps include:



Appendix A

Notification materials

Media Release

For Immediate Release

July 8, 2021

Capital Regional Hospital District seeks feedback on future use of Oak Bay Lodge property

Victoria, BC - The Capital Regional Hospital District (CRHD) is launching the second round of public engagement on the future use of the Oak Bay Lodge property at 2251 Cadboro Bay Road, starting today until August 6, 2021.

The CRHD is seeking feedback on proposed services and building options for the property. The options presented are informed by a regional healthcare assessment in collaboration with Island Health. As well, feedback from participants in round one of public consultation provided valuable input to the CRHD on key healthcare priorities.

"The CRHD is focused on improving healthcare facilities in the region," said CRHD Board Chair Denise Blackwell. "The redevelopment of Oak Bay Lodge is an opportunity for us to meet the growth and demands of the future and to ensure individuals and families have the care they need. We look forward to hearing from the community on options for this next phase of engagement."

There are multiple ways to participate in this engagement process, including submitting a feedback form and signing up for an online open house on July 20 and July 22, 2021. The open house will have a presentation and an opportunity to ask questions and provide comments. A discussion guide and materials are available on the project website at www.crd.bc.ca/oakbaylodge.

After this round of engagement, a rezoning application will be submitted to the District of Oak Bay for consideration.

The former Oak Bay Lodge property is currently under demolition until the end of 2021.

A corporation of the CRD, the Capital Regional Hospital District partners with Island Health and community stakeholder agencies to develop and improve healthcare facilities in the Region, including replacing buildings that have reached the end of their economic and functional life. Through capital and other community investments, the CRHD supports a healthy, vibrant and livable region for all citizens.

For media inquiries, please contact:

Andy Orr, Senior Manager

CRD Corporate Communications

Tel: 250.360.3229

Cell: 250.216.5492



Newspaper ads



The Capital Regional Hospital District (CRHD) is asking for feedback with a second round of community consultation on the future use of the **Oak Bay Lodge property** at 2251 Cadboro Bay Road.

HOW TO PARTICIPATE

Attend an online open house

Tuesday, July 20, 2021
6:00 – 7:30 pm

Thursday, July 22, 2021
6:00 – 7:30 pm

Submit an online feedback form
July 8 – August 6, 2021

For more information, to find the online feedback form or to register for an online open house visit:
www.crd.bc.ca/oakbaylodge



The Capital Regional Hospital District (CRHD) is asking for feedback with a second round of community consultation on the future use of the **Oak Bay Lodge property** at 2251 Cadboro Bay Road.

HOW TO PARTICIPATE

Attend an online open house


Thursday, July 22, 2021
6:00 – 7:30 pm

Submit an online feedback form
July 8 – August 6, 2021

For more information, to find the online feedback form or to register for the online open house visit:
www.crd.bc.ca/oakbaylodge



Social media


Facebook

**Capital Regional District**
July 22 at 11:30 AM · 🌐

Join our online open house tonight, July 22, from 6:00 to 7:30pm, to learn more and provide your feedback on the services and building options being proposed for the future use of the Oak Bay Lodge property at 2251 Cadboro Bay Road. Sign up to register at <http://ow.ly/HIUs50FuvNC>

You can also read the discussion guide and submit an online feedback form at <https://www.crd.bc.ca/project/oak-bay-lodge-redevelopment> #OakBay #Saanich #Victoria #crd



 1

2 Shares

Twitter

**CRD** @crd_bc · Jul 13

Contribute your thoughts! The CRHD wants your feedback on the future services and building options for the Oak Bay Lodge site. For more information visit crd.bc.ca/oakbaylodge #OakBay #Saanich #Victoria #crd



  2  2 


Email to subscribed list

Future use of the Oak Bay Lodge property – Round 2 Community Consultation

MessageOptions

From:

To:



The Capital Regional Hospital District (CRHD) is responsible for a comprehensive planning and public consultation process for the future of the former Oak Bay Lodge property at 2251 Cadboro Bay Road.

From July 8 to August 6, 2021, following consideration of public input from **Round 1 Community Consultation** and discussions with Island Health, the CRHD is seeking your feedback on the services and building options being proposed for the property. We will use your feedback to inform our design as we continue to review options and have discussions with Island Health regarding the region's healthcare priorities.

We invite you to participate in Round 2 Community Consultation by attending an online open house where there will be a presentation followed by an opportunity to provide comments and ask questions.

The online open house dates are:

- Tuesday, July 20, 2021, 6:00pm - 7:30pm, to register click [here](#)
- Thursday, July 22, 2021, 6:00pm - 7:30pm, to register click [here](#)

We also invite you to read the [online discussion guide](#) and submit an online [feedback form](#).

Please visit our webpage (crd.bc.ca/oakbaylodge) for answers to the most frequently asked questions and for more project information.

Thank you
Capital Regional Hospital District.

CRD Events Calendar and website

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Events

CRD Home > About CRD > Events

Events

Events Calendar

Filters (0)

Events on July 20, 2021
Show all events »

Online Open House 1: Future use of the Oak Bay Lodge property (Round 2 Community Consultation)
Jul 20, 2021, 6pm-7:30pm

July 2021

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Board and Committee Meetings

Agendas & Minutes | Electoral Areas | Maps | Careers | Media Room | Community Events | Data | Contact Us

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Events

CRD Home > About CRD > Events

Events

Events Calendar

Filters (0)

Events on July 22, 2021
Show all events »

Online Open House 2: Future use of the Oak Bay Lodge property (Round 2 Community Consultation)
Jul 22, 2021, 6pm-7:30pm

July 2021

S	M	T	W	T	F	S
27	28	29	30	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31
1	2	3	4	5	6	7

Board and Committee Meetings

Meeting Schedule

Get Involved

CRD Home > Projects & Initiatives > Get Involved

Get Involved

Get Involved & Learn More about CRD in Your Community

Find out about current projects and the 200+ services provided by the CRD. Provide feedback to help shape future initiatives. Get Involved.

Current Feedback Opportunities

Corporate Initiatives

Regional Trail Widening and Lighting

The Capital Regional District (CRD) is considering widening and lighting certain sections of the Galloping Goose and Lochside regional trails and is seeking feedback on a 6.5 metre separated use pathway design.

As part of the initial engagement, the public is invited to fill out a survey to offer feedback about the trail widening and lighting proposal. The survey is now open until midnight June 13, 2021, and can be accessed [here](#).

Oak Bay Lodge Redevelopment

Connect With Us





Capital Projects




Throughout different stages of capital projects initiatives, the CRD may seek input on infrastructure, facility upgrades and construction, and community projects through open houses, workshops, surveys, online tools and social media. View a listing of current projects and subscribe to

Project webpage



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Oak Bay Lodge Redevelopment

[CRD Home](#) > [Projects & Initiatives](#) > [Oak Bay Lodge Redevelopment](#)

Oak Bay Lodge Redevelopment

Envision the Future

The Capital Regional Hospital District (CRHD) is responsible for a comprehensive planning and public consultation process for the future use of the former Oak Bay Lodge property at 2251 Cadboro Bay Road.

Working with the community to envision the future use of the property is a priority for the CRHD. This project presents an important opportunity to identify and address the growing healthcare needs for the region.

Share Your Feedback

The CRHD is asking for feedback with a second round of community consultation on the future use of the Oak Bay Lodge property, from July 8 to August 6, 2021.

We're requesting your feedback on the services and building options being proposed by the Capital Regional Hospital District (CRHD) following consideration of input from Round 1 Community Consultation and discussions with Island Health regarding the region's healthcare priorities.

Read the [Online Discussion Guide](#) and Submit Your Feedback before August 6, 2021.

Thank you to participants in our July 20 & 22, 2021, Online Open Houses for

Construction Notices

- [Hazmat Abatement May 18](#)

Resources

- [Online Discussion Guide - Round Two \(PDF\)](#)
- [Submit your Feedback - Round Two \(July 8 to August 6, 2021\)](#)
- [Media Release \(July 8, 2021\)](#)
- [Future of Oak Bay Lodge Consultation Summary Report - Round One \(March 2021\)](#)
- [Media Release \(January 6, 2021\)](#)
- [Discussion Guide - Round One \(PDF\)](#)

Project Updates

- [Subscribe](#)