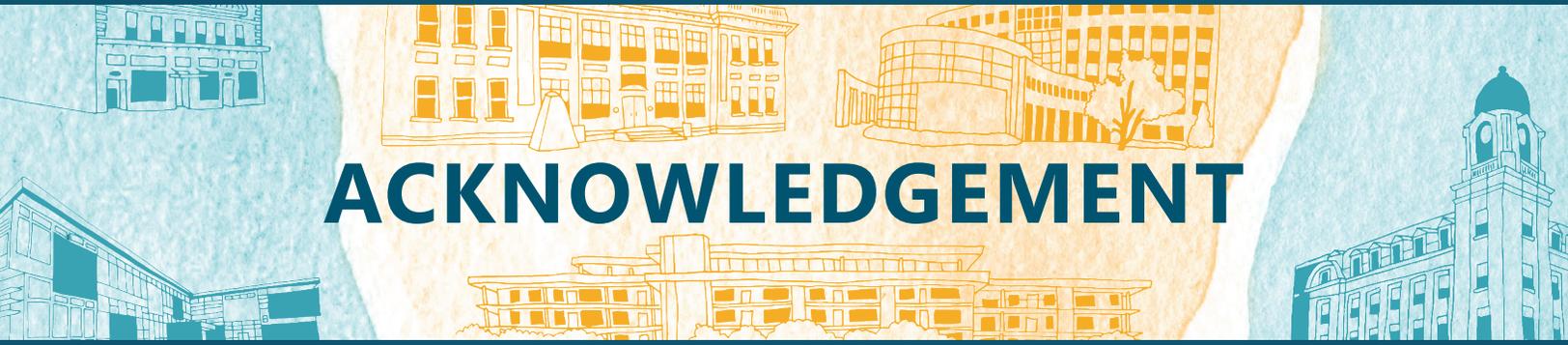CITY OF
Lethbridge

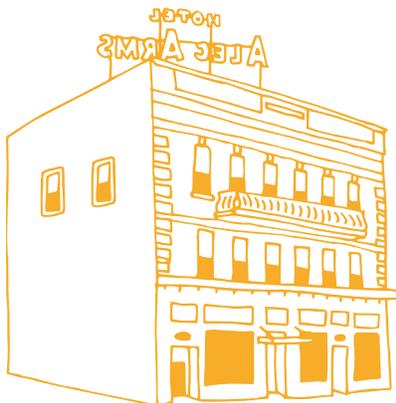# What We Heard Report

Land Use Bylaw Renewal
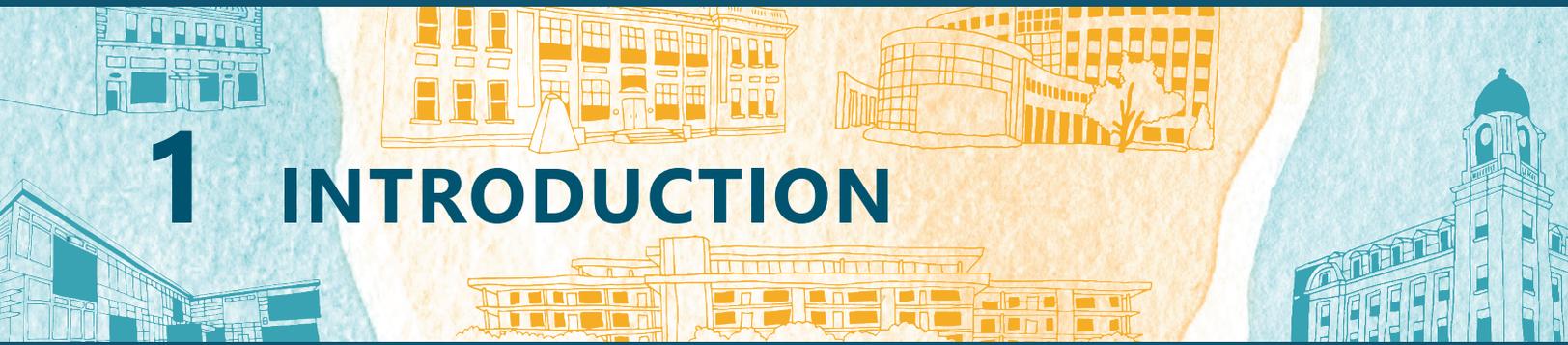
December 2023

ACKNOWLEDGEMENT

The City of Lethbridge acknowledges that we are gathered on the lands of the Blackfoot people of the Canadian Plains and pays respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. The City of Lethbridge is also home to the Métis Nation of Alberta, Region III.

TABLE OF CONTENTS

1 INTRODUCTION

1.1 Report Purpose

This report serves as a summary of activities and results from public engagement, carried out as part of Phase One of the Land Use Bylaw Renewal Project. Phase One of the project is dedicated to shaping where and how social uses are regulated, and this round of engagement focused on hearing the community's thoughts surrounding social uses, which includes social service facilities and housing with social supports in Lethbridge. Community members were given the chance to express their opinions, concerns and ideas regarding the provision of social uses through survey questions, in-person workshops, pop-up events, organization meetings and community conversations. These engagement activities took place over 3 months, from August 23, 2023 to November 9, 2023. This report provides a summary of all of these events, and presents key sentiments and recurring themes from each form of feedback.

1.2 Land Use Bylaw Renewal Overview

The City of Lethbridge Land Use Bylaw (LUB) regulates the development of private land throughout the city. It touches on many fundamental aspects of the way the city is laid out, the uses and activities allowed on a parcel, and the design of individual buildings. Although the current version of the LUB, Land Use Bylaw 6300, was passed by City Council in just 2020, it is the latest of many incremental updates to the LUB that stretch back decades. The Land Use Bylaw Renewal project is the first time in almost 40 years the City has taken a completely fresh and holistic look at the role and function of the LUB.

1.3 Project Timeline

The project is an opportunity to address multiple individual issues with the current LUB, while simultaneously rebuilding the Bylaw to create a document that is more user-friendly, less restrictive, and that shapes the kind of communities in which Lethbridge residents want to live, visit, and do business today.

The Land Use Bylaw Renewal project is divided into 4 phases. In Phase One, a heavy focus is placed on the regulation of social uses. The engagement activities, which are the focus of this report, make up 1 of 3 dimensions of this first phase, along with Project Initiation and Requirements Planning, and LUB 6300 Amendment(s) recommendations. Phase Two engagement will focus on shaping all other matters, including residential, commercial, and industrial uses and districts as well as regulations such as parking requirements.

PHASE ONE

ONGOING
PROJECT INITIATION & REQUIREMENTS PLANNING

Q3 & Q4 2023
SOCIAL USES EXPLORATION ENGAGEMENT

Q1 2024
LUB 6300 AMENDMENT(S) RECOMMENDATIONS

PHASE TWO

6-12 MONTHS
NEW LUB ENGAGEMENT

PHASE THREE

12-18 MONTHS
NEW LUB WRITING

3-6 MONTHS
NEW LUB DRAFT REVIEW

PHASE FOUR

3-6 MONTHS
COUNCIL DECISION PROCESS
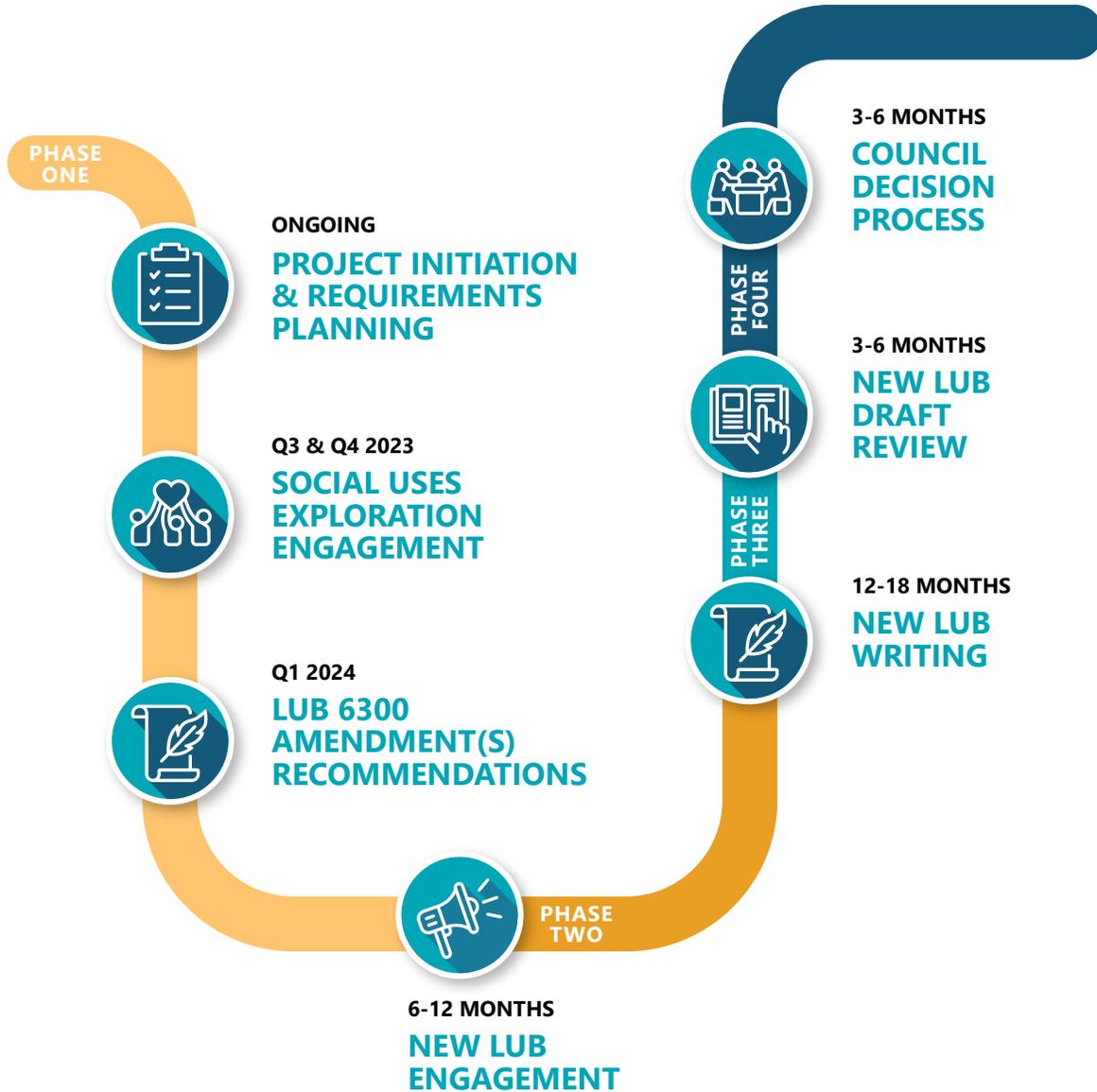
The project officially launched on August 23 2023, and Phase One is set to wrap up in early 2024, with Phase Two engagement starting around the same time. Phase Three will consist of writing a draft of the new LUB, which will eventually be reviewed and go to Council as part of Phase Four. Phases Two, Three, and Four are estimated to last about 3 years, starting in early 2024, and going to council in late 2026.

2   HOW WE ENGAGED

2.1   Engagement Process

Phase One of engagement focused on hearing resident input on social service facilities and housing with social supports in Lethbridge. Through questionnaires, discussions, and online surveys related to the identified Land Use Bylaw topics, residents were able to provide input on benefits, drawbacks, consequences, and potential solutions. The purpose of gathering this public input is to help direct the regulation of social uses in the current Land Use Bylaw 6300 as well as the forthcoming new Land Use Bylaw.

2.2   Survey & Event Details

Engagement Preferences Form

The Engagement Preferences Form was a brief online survey consisting of five simple questions: one multiple choice question, two checkbox questions, one short answer written question, and one long answer written question. The survey questions were directed to stakeholder organizations, but it was open to anyone. The purpose of the survey was to allow the project team to understand how the community preferred to be engaged, and to make initial contact with certain key stakeholder organizations, while inquiring about other organizations to identify any that are harder to reach.

Housing with Social Supports and Social Service Facilities Survey

The Housing with Social Supports and Social Service Facilities Survey was a public online survey open from August 23 until October 3, 2023. It consisted of 23 questions, including multiple choice, checkbox and long answer questions. Multiple choice and checkbox questions were primarily demographic inquiries, in addition to questions designed to identify the level and type of social uses needed among survey participants. Additional questions included more specific and in-depth information about:

- Housing with social supports and social service facilities in Lethbridge,
- Their beliefs on the benefits and drawbacks of these social uses
- Potential solutions for identified drawbacks,
- The consequences of removing them, and
- Certain areas of the city where they would be most useful.

Pop-Up Events

During pop-up events members of the project team set up stands at busy public locations or as part of larger public events around the city. They then engaged with community members in order to increase awareness of the Land Use Bylaw Renewal project, while gathering general feedback on how social uses should be implemented in the bylaw. A table of the pop-up events conducted for the project is provided below:

Event/Location	Date
Lethbridge Farmers Market	Saturday, September 16, 2023
Honouring the Medicine Line Traditional Powwow	Saturday, September 16, 2023
Walmart South	Tuesday, September 26, 2023
No Frills North	Friday, September 29, 2023
Truth & Reconciliation Powwow	Sunday, October 1, 2023
Nord-Bridge Seniors Centre	Thursday, October 5, 2023
Interfaith Food Bank	Thursday, October 5, 2023
Lethbridge Food Bank	Tuesday, October 10, 2023
Lethbridge Senior Citizens Org	Thursday, October 12, 2023
Crossings Library West	Friday, October 13, 2023

Community Organization Meetings

Throughout Phase One, the project team engaged with many key stakeholder community organizations, many of which were identified during the Engagement Preferences Form. A list of community organizations consulted as part of the project is outlined in Section 3.1 of this document.

Housing with Social Supports and Social Service Facilities Workshop

As part of the engagement process the project team facilitated four engagement workshops in the Culver City Room at City Hall. During the workshops, participants were engaged in group discussion, brainstorming, as well as individual survey input. A table of the date and time of the workshops is presented below.

Date	Time
October 3, 2023	1 p.m. - 3 p.m.
October 3, 2023	5 p.m. - 7 p.m.
October 4, 2023	9 p.m. - 11 p.m.
October 4, 2023	1 p.m. - 3 p.m.

Community Conversation Event

On October 23, the City of Lethbridge held a Community Conversation event. The event brought together 40 City projects, including the Land Use Bylaw Renewal, and nearly 400 residents attended the event. The Land Use Bylaw Renewal project team spoke to over 100 residents and many more browsed the information available on the project.

Indigenous Engagement Event

On October 30, the project team organized an Indigenous engagement event at the Culver City Room City Hall. The 3 hour workshop involved key Indigenous stakeholders and residents. The majority of the workshop took the form of open discussion amongst participants and the project team. Four key Indigenous stakeholders participated in the workshop, including Elder Mike Bruised Head of the Blood Tribe.

Open House

On November 15, the City of Lethbridge held a Open House event at the Casa Community Arts Centre during which the project team shared their proposed recommendations for regulation changes for Land Use Bylaw 6300 regarding social uses. The revisions presented were based on public input provided in previous engagement events. The event was open to any who wished to attend, and had 65 attendees who commented on the recommendations provided. Attendees were also directed to fill out the Social Use Recommendations Survey.

Social Use Recommendations Survey

An online survey was issued in November to gather feedback on draft revision recommendations to Lethbridge's Land Use Bylaw related to the provision of social uses. As part of the survey, respondents were provided with a digital package that detailed the different types of social uses, and how the changes would affect their regulation and provision. The information provided in this package matched what was presented at the Open House. Respondents were then asked to rate their level of support for each of the changes, and, if they disagreed with any of the changes, their reasons for doing so. The survey ran from November 15 to 24 and received 217 responses.

3 WHO WE HEARD FROM

3.1 Stakeholders

During this round of engagement the City heard from a variety of stakeholders, including:

+ Residents
+ Community and neighbourhood organizations
+ Non-profit organizations
+ Development industry representatives
+ Educational institutions
+ Community business representatives
+ Urban revitalization organizations
+ Youth advocacy representatives
+ Urban Indigenous representatives
+ Public affairs organizations

The City also engaged with specialized stakeholders through board meetings, conversations and presentations with the following groups:

+ Healthy Communities Association of Lethbridge
+ Building Industry and Land Development Association Lethbridge (BILD) Builder Council
+ BILD Board
+ BILD Developer Council
+ Heart of Our City Committee
+ University of Lethbridge Global Citizenship Cohort Class
+ Economic Development Lethbridge Board
+ Downtown Business Revitalization Zone
+ Youth Advisory Council
+ Reconciliation Lethbridge Advisory Committee
+ Streets Alive
+ University of Lethbridge Urban Identity/ Gentrification Class
+ Southern Alberta Council on Public Affairs
+ AHS Southern Zone Healthy Communities by Design Group
+ Lethbridge Family Services
+ YWCA Lethbridge and District Board
+ London Road Neighbourhood Association

3.2   Demographic Information

As part of multiple engagement activities the City collected demographic data to get a better sense of who we were hearing from. This demographic data was collected through the four Social Uses workshops, and as part of the Housing with Social Supports and Social Service Facilities Survey and Social Use Recommendations Survey.

Types of Housing Experienced

Total Responses = 822

9.0% Unhoused	
4.9% Encampment	
6.0% Emergency Shelter	
6.3% Transitional Housing	
6.9% Supportive Housing	
13.4% Community Housing	
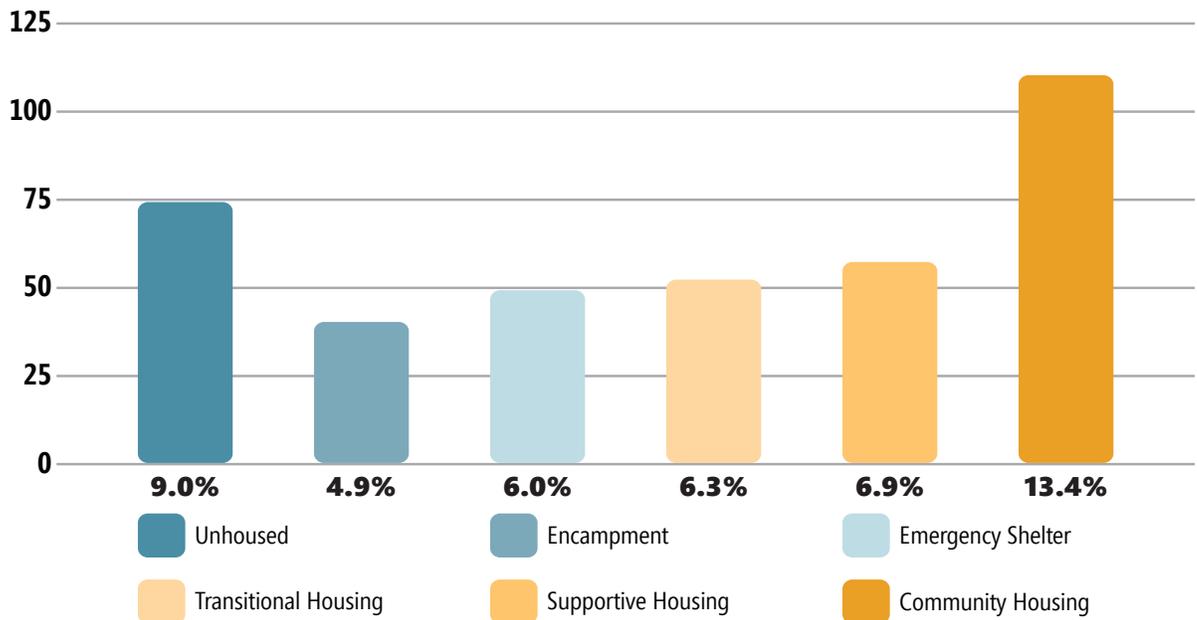
Social Service Facilities Used

Total Responses = 817

26.4% Mental Health & Addictions Supports	
9.8% Prevention and Crisis Responses	
15.4% Community Safety Measures	
8.2% Interpersonal Violence Prevention / Intervention	
15.3% Poverty and Inequality Measures	
15.3% Enhancing Resilience and Coping Skills	
6.6% Coordinating Support Services	
21.9% Education, Employment, Training	

Age

- 0.9%
- 1.2%
- 2.9%
- 4.6%
- 20.4%
- 12.3%
- 12.3%
- 12.3%
- 12.3%

Legend:
- Under 18 Years Old
- 18-24 Years Old
- 25-34 Years Old
- 35-44 Years Old
- 45-54 Years Old
- 55-64 Years Old
- 65-75 Years Old
- Over 75 Years Old
- Prefer not to Answer

+ A large majority of those participating in engagement were between 24 and 75 years old.

Location

- 5.3%
- 33.7%
- 30.9%
- 30.9%

Legend:
- North Lethbridge
- South Lethbridge
- West Lethbridge
- Not in Lethbridge
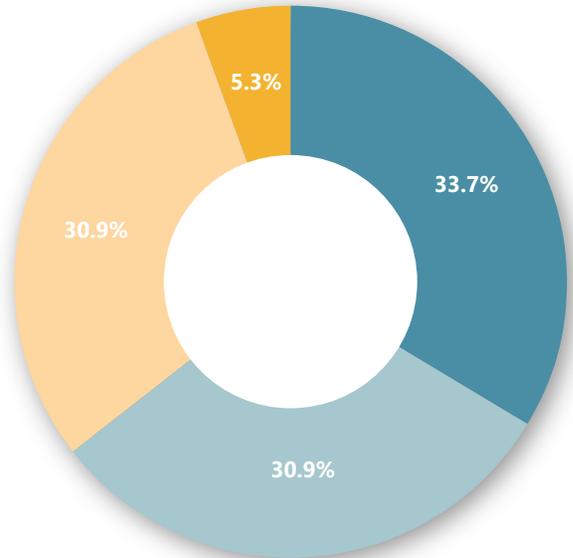
+ Participants of engagement were very evenly distributed between North, South, and West Lethbridge.

Stakeholder Type

7.3%
Part of an organization that provides housing with social support

19%
Part of an organization that provides social services

92%
Live in Lethbridge

42%
Own or work in a business in Lethbridge

+ Most people who participated in engagement are from Lethbridge.
+ Many of those who took part in engagement were business owners or employees.

Minority Groups Engaged

8.5%
Indigenous

4.7%
Visible
Minority

8.0%
Persons with
Disabilities

8.9%
LGBTQ2S+

0.9%
New to
Canada

+   A diverse group of people completed the survey, bringing diverse perspectives to the engagement process.

Gender

61%
Woman

27%
Man

1.7%
Non-Binary

1%
Transgender

+   A majority of those who participated in engagement were women.

4 ENGAGEMENT SNAPSHOT

The following list provides a summary of engagement & communication methods utilized during Phase One of engagement and the total number of responces recieved for each of those activities.

+ Get Involved Lethbridge Project Web Page Launched
+ **4** Informational Social Media Videos with **417** views
+ **4** Project Documents with **518** Downloads
    - Project Primer (Full & Summary Versions) with **219** Downloads
    - Decoding Social Uses Document with **233** Downloads
    - Lethbridge Stories Workbook with **62** Downloads
+ **10** Social Media Posts with **238,243** Impressions
    - **6** Organic Social Media Posts with **11,398** Impressions
    - **4** Paid Social Media Posts with **226,845** Impressions
+ **7** Media Interviews
+ **17** Key Community Organizations & Stakeholder Meetings
    - **206** Participants Engaged
+ **10** Pop-Up events
    - **302** Participants Engaged
+ **6 181** Visitors to Get Involved Lethbridge Website
    - **4 159** Aware
    - **1 223** Informed
    - **832** Engaged
+ **3** Surveys
    - **106** Responses for Engagement Preferences Form
    - **831** Responses for Housing with Social Supports and Social Service Facilities Survey
    - **217** Social Use Recommendations Survey
+ **4** Workshops
    - **48** Participants
+ **1** Community Conversation
    - **369** Participants Engaged
+ **1** Open House
    - **65** Participants Engaged

Pop-Up Event Project Stand

5 WHAT WE HEARD

Engagement feedback in Phase One was primarily received through the housing with social supports and social service facilities survey, as well as pop-up and workshop events. Responses from participants for each of these activities were gathered and analyzed by the project team in order to identify common and important perspectives provided by the community. The following sections summarize the methods of analysis as well as the key participant sentiments for each of the activities.

5.1 Housing with Social Supports and Social Service Facilities Survey Responses

5.1.1 How Feedback was Sorted and Analyzed

The survey received 831 responses over the 1.5 months it was open, with a varying number of responses on each question. Of the 23 questions, 10 were demographic questions — the results of which were addressed in Section 3.2 of this report — while 13 were sentiment questions. Of the 13 sentiment questions, 3 were checkbox questions, and 10 were long answer multiple choice questions.

5.1.1.1 Checkbox Questions

The three sentiment questions in checkbox format were processed by the City of Lethbridge Get Involved Lethbridge portal. The Get Involved Lethbridge portal allowed respondents to make multiple selections, and generated graphs for each question, which were utilized to produce graphics comparing the number of selections that each option received.

5.1.1.2 Long Answer Questions

For each of the long answer questions, the feedback was sorted into Key Sentiments which were analysed by utilizing 'tags' in the Get Involved Lethbridge system. Tags were assigned first through the identification of key words, and then verified manually by the project team to ensure accuracy. Almost every response had at least one tag applied to it that corresponded with one of the Key Sentiments for that question. Responses deemed to be a non-answer were ignored, and had no sentiments assigned. If a response contained multiple key sentiments it had a tag assigned for each one. Each of the questions was analyzed individually, and thus the questions have different Key Sentiments from one another, as they often generated different responses.

5.1.2   Key Themes & Sentiments

5.1.2.1 Checkbox Questions

Is there a type of housing you, or someone you know in Lethbridge, need right now?

Total Responses = 824

| 26.6% | 34.2% | 38.6% | 42.2% | 45.5% |

- Emergency Shelter
- Transitional Housing
- Supportive Housing
- Community Housing
- None of the Above
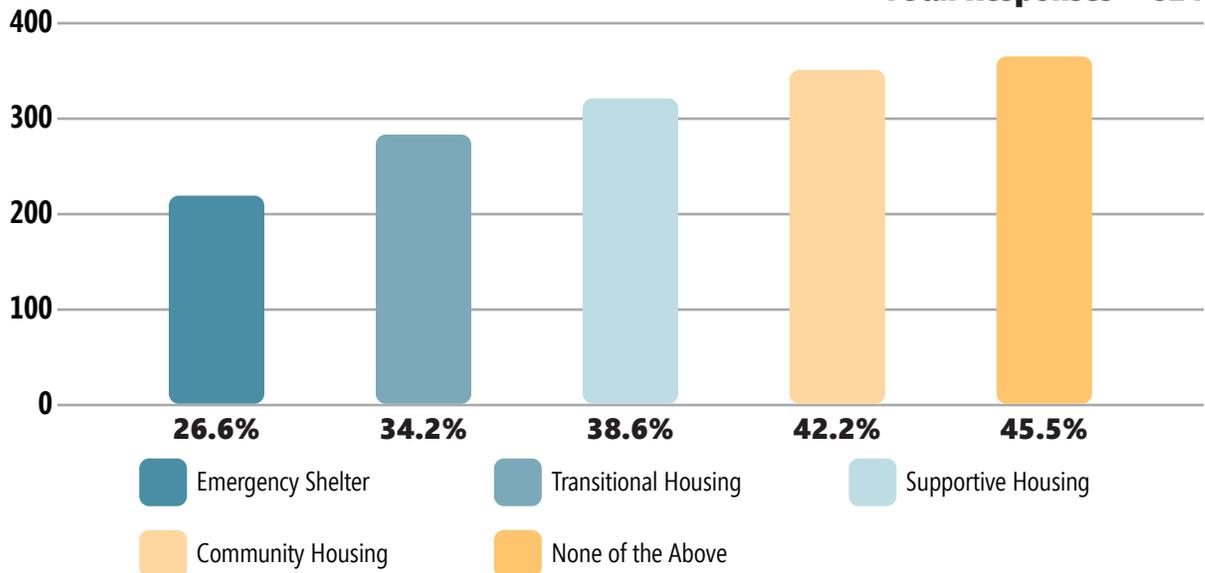
Is there a service you, or someone you know in Lethbridge, is in need of right now?

Total Responses = 802

| 56.1% | 38.2% | 33.7% | 32.9% | 46.6% | 39.8% | 34.4% | 46.9% |

- Mental Health & Addictions Supports
- Prevention and Crisis Responses
- Community Safety Measures
- Interpersonal Violence Prevention / Intervention
- Poverty and Inequality Measures
- Enhancing Resilience and Coping Skills
- Coordinating Support Services
- Education, Employment, Training
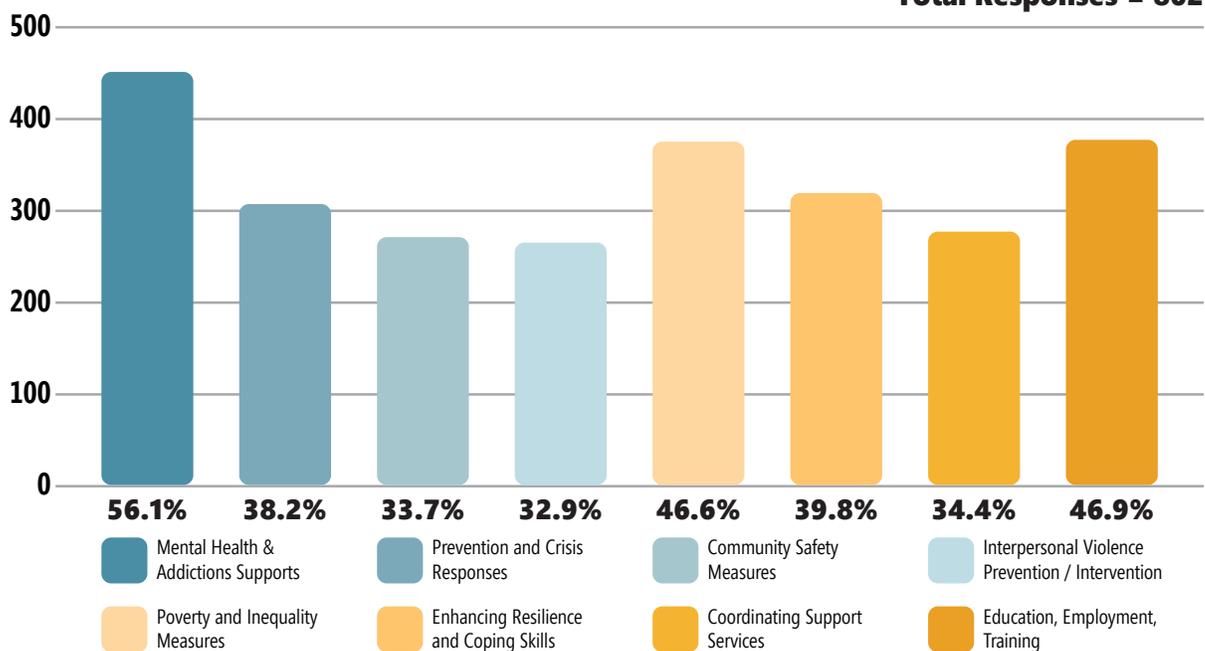
What types of activities would you like to participate in?

Total Responses = 735

62.4%	**84.4%**	**34.3%**
Open Houses & Pop-Ups	Surveys	Workshops
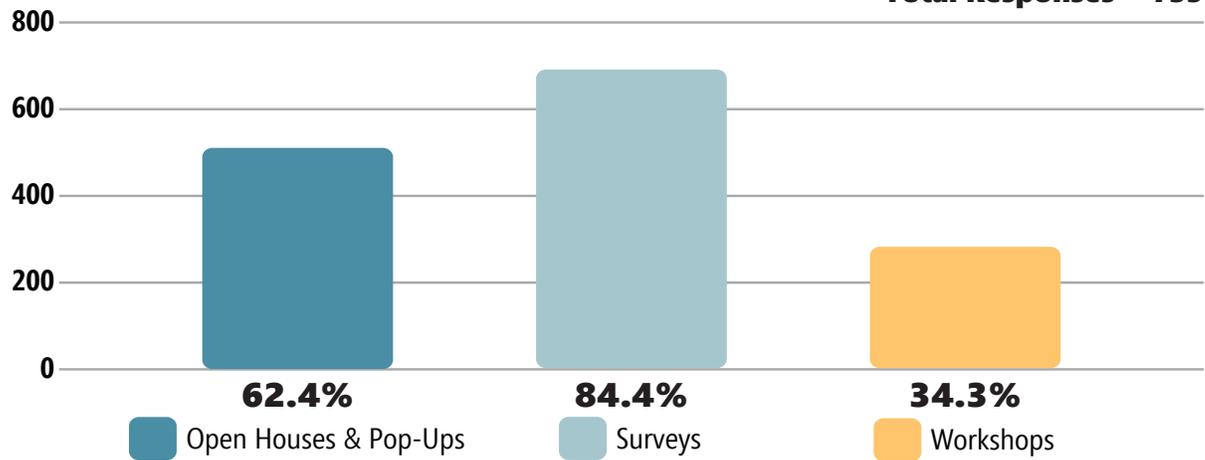
5.1.2.2 Long Answer Questions

To ensure a comprehensive understanding of the different themes and sentiments expressed throughout the survey, each of the long answer sentiment questions was individually analyzed. For each question the following is provided:

1. A comprehensive list and explanation of all common respondent sentiments. Sentiments are listed by order of popularity, with the first sentiment in each list being the most commonly expressed by respondents, the second being the second most common, continuing until the least common.

2. An infographic displaying the relative popularity of each common sentiment, as well as the number of individual comments identified as expressing said sentiment.
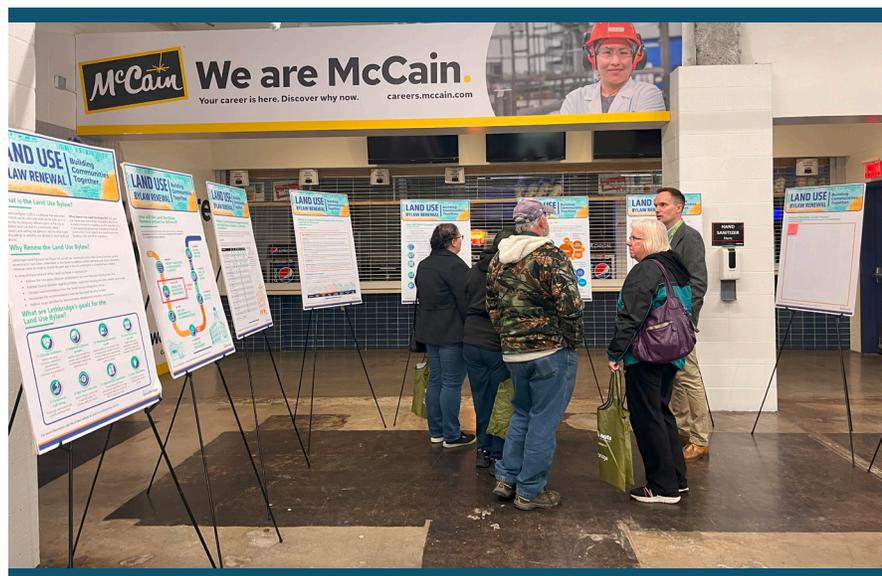
Community Conversation Event

Question 1: What are the positive impacts of having housing with social supports (emergency shelter, transitional housing, supportive housing, community/social housing) in Lethbridge?

Key Sentiments:

1. **Safety (27%):** A benefit of housing with social supports is their capacity to reduce violence & crime, improving safety both for individuals who benefit from housing with social supports and the whole community.
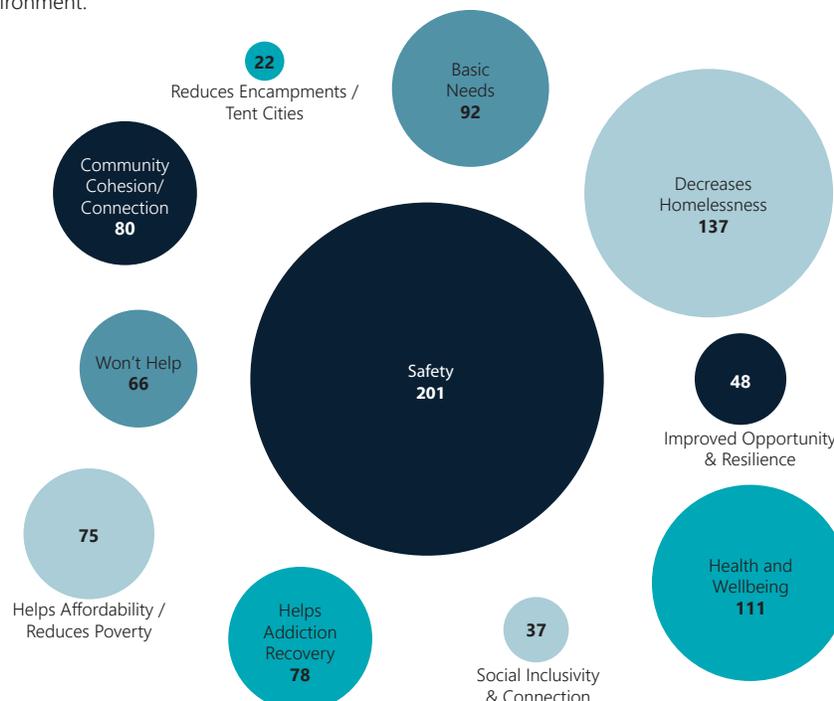
2. **Decreases Homelessness (19%):** Housing with social supports reduces the prevalence of those suffering from homelessness in the city, by providing them shelters and housing to stay in.

3. **Health & Wellbeing (15%):** Housing with social supports would improve health and wellbeing, as they would facilitate easier access to mental health counselling and healthcare resources, improving the overall health of the community. The provision of housing with social supports could also reduce the strain on healthcare facilities, freeing up capacity.

4. **Basic Needs (12%):** Housing with social supports would help ensure that the basic needs of all are met.

5. **Community Cohesion/Connection (11%):** Housing with social supports could improve social cohesion and communication, due to their capacity to facilitate healthier interactions between all economic demographics, creating a more unified and engaged community.

6. **Helps Addiction Recovery (11%):** Housing with social supports has the ability to help people to escape the cycle of addiction by providing a safe environment.

7. **Helps Affordability / Reduces Poverty (10%):** Housing with social supports helps counteract current issues of housing affordability and the housing crisis, as well as reduce the number of people experiencing poverty.

8. **Won't Help (9%):** Housing with social supports would have little positive impact, as they won't help those who don't want to help themselves.

9. **Improved Opportunity & Resilience (7%):** Housing with social supports can facilitate a method of transition out of homelessness, helping to prevent people from getting stuck in poverty and also could allow individuals and communities to bounce back from challenges more easily.

10. **Social Inclusivity & Connection (5%):** Housing with social supports has the potential to improve the diversity of a community by allowing those typically excluded from broader society to have the capability to participate as well as connect with peers who share similar challenges.

11. **Reduces Encampments / Tent Cities (3%):** The provision of housing with supportive services reduces the extent of encampments by providing shelter for those who are otherwise forced to create shelter in public spaces.

Question 2: If housing with social support is not provided in Lethbridge, what are the consequences?
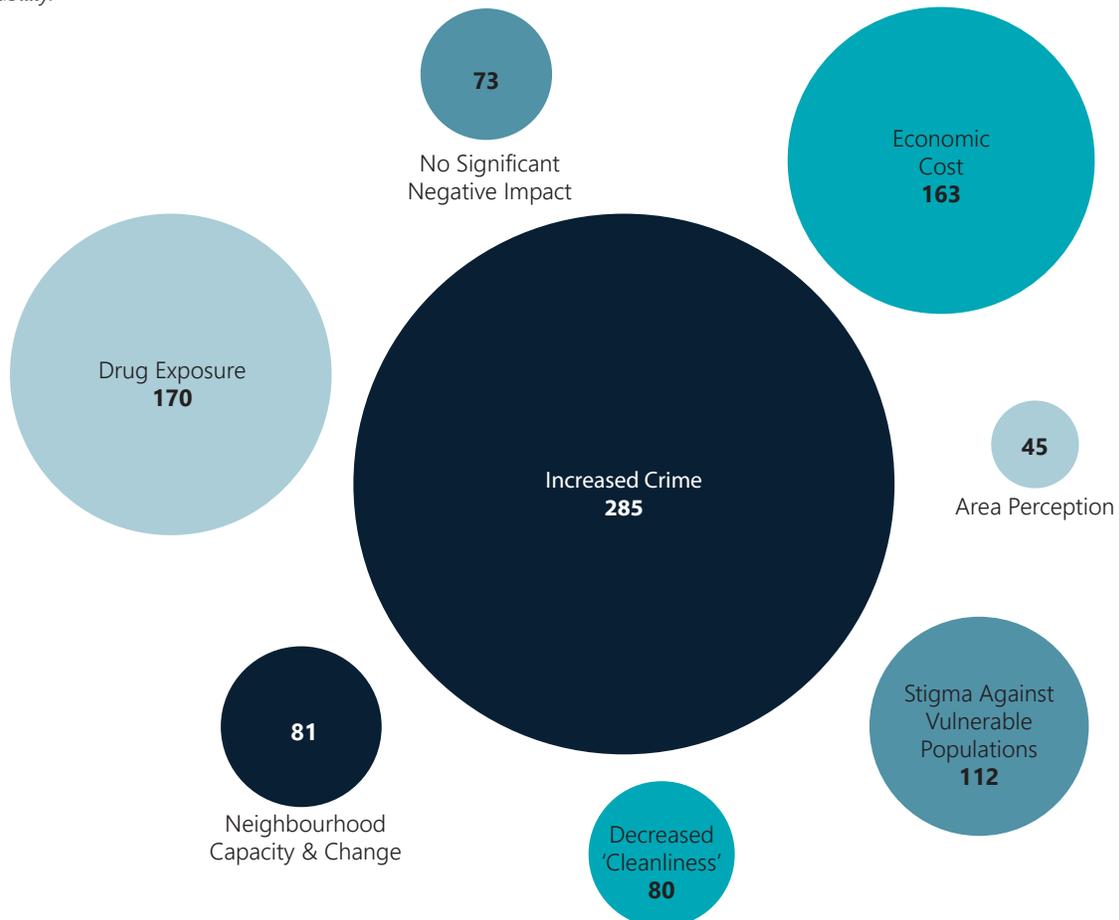
Key Sentiments:

1. **Homelessness (50%):** Without housing with social support, more people would end up living on the street. Whether that be in tent cities, encampments, parks, or backyards, less people in Lethbridge will be able to afford a home.

2. **Crime and Decreased Safety (37%):** Without housing and social support, all types of crime in the city would increase. A lack of social housing would lead to increased risk factors of crime such as poverty and drug abuse, and would also simply make people more desperate. This increased crime—along with other factors—would decrease safety and/or people's perception of safety in the city.

3. **Health deterioration (30%):** Without housing with social support, the mental and physical health of Lethbridge's most vulnerable people would deteriorate. Mental illness would plague the community and suicides would increase. Disease, injury, and exposure to the elements would also lead to increased death rates, and would overwhelm the healthcare system.

4. **Drug & alcohol use (25%):** Without housing with social supports people would turn to drugs and alcohol. Addiction would be more widespread, overdoses would be more common, and the sense of well-being in the community would decrease.

5. **General suffering/crisis (7%):** Without housing with social supports, many people would have nowhere to turn. Theis was a general sentiment about increased suffering, chaos, poor quality of life, crisis, and poor community well-being.

6. **Displacement (7%):** Without housing with social supports, people would leave Lethbridge, either because all of the untreated issues on the city streets or because people who are suffering would be forced to go elsewhere to access these services.

7. **More of the same (7%):** There are currently not adequate services in place, and issues like homelessness, drug abuse, and crime are running rampant as is. Without any social housing, these issues would continue as they are now and/or increase in severity and frequency.

8. **Economic costs (4%):** Issues such as homelessness, drug use, and crime would cause businesses to leave Lethbridge, and deter future economic activity from coming to the city. Furthermore, services like housing with social supports have a short term cost but long term payoff. If none are put in place, the long term costs to the healthcare system and the criminal justice system would put strain on these systems and taxpayers.

9. **Impact on children (4%):** Children and youth from unstable home/family environments would bear the brunt of a lack of social housing, being given no chance to turn their life around, and being stuck in their current situation, as it would be their only option.

10. **Improvement (1%):** Without housing with social supports to fall back on, people would no longer rely on 'handouts' and get a job. The city would build a self-reliant culture that furthers economic growth.
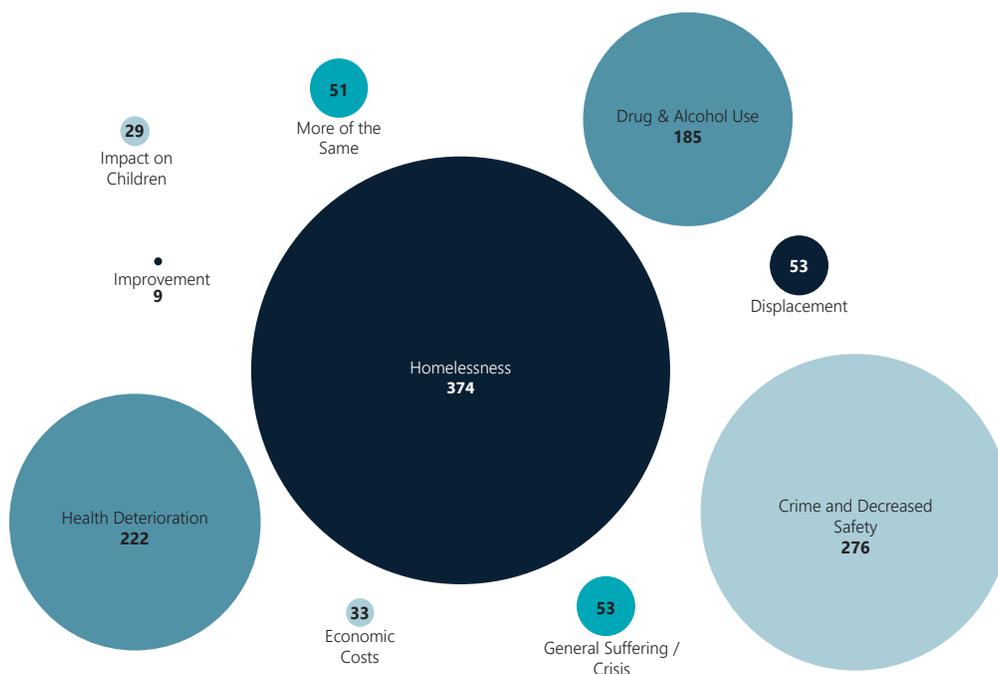
Question 3: What are the negative impacts of housing with social supports for neighbours that need to be considered?
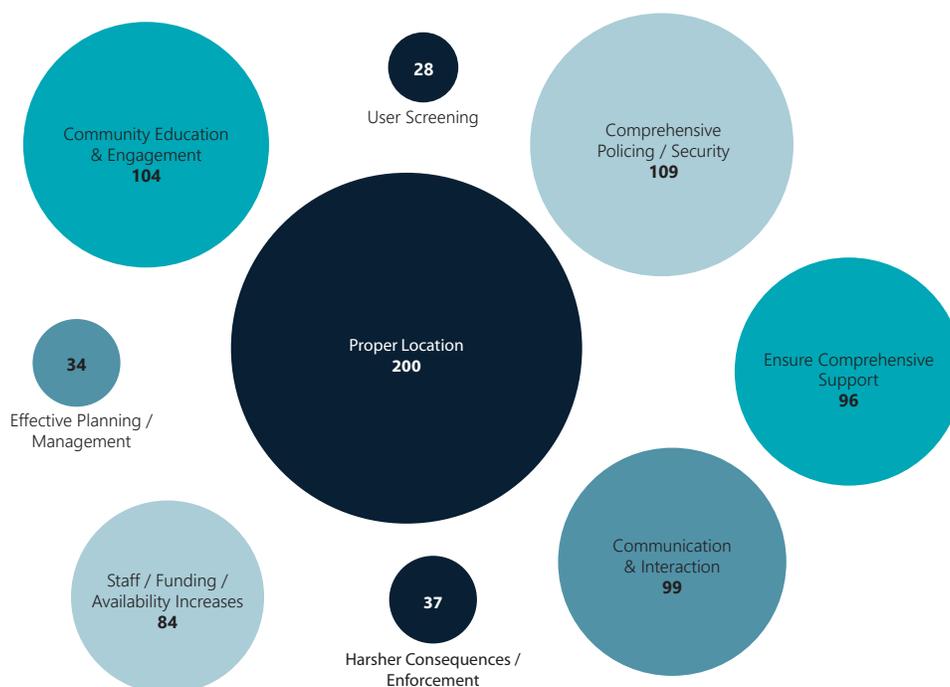
Key Sentiments:

1. **Increased Crime (37%):** Crime, both violent and non-violent, would increase while safety would decrease, in areas that previously did not have an issue with it.

2. **Drug Exposure (22%) :** Neighbours (especially children) would be exposed to more open drug use, and potentially hazardous materials.

3. **Economic Cost (21%):** Taxes could increase as a result of supplying housing with social support, and property values nearby housing with social support could decrease.

4. **Stigma Against Vulnerable Populations (15%):** People reliant on housing with social supports could be exposed to potentially prejudiced individuals. Vulnerable groups could also be at risk of stigmatisation or scapegoating. Negative stereotypes could be reinforced. *NOTE: Some respondents expressed the opposite, that the increased visibility has the potential to help destigmatize marginalised groups, but there would still be an initial stage of vulnerability.*

5. **Neighbourhood Capacity & Change (11%):** Housing with social supports could result in an influx of people into the neighbourhood, resulting in increases in noise/disturbances, loitering, and vehicular congestion.

6. **Decreased 'Cleanliness' (10%):** Garbage as well as biohazards from public urination/defecation could increase, especially in public spaces.

7. **No Significant Negative Impact (9%):** There were no significant negative impacts of housing with social supports, if they were properly implemented, or created positive effects would vastly outweigh the negative impacts.

8. **Area Perception (6%):** Traffic to local business/organizations could be reduced due to safety concerns and/or a decreased desire to visit and engage with a neighbourhood. This could potentially result in businesses leaving the area.

No Significant Negative Impact — 73

Economic Cost — 163

Drug Exposure — 170

Increased Crime — 285

Area Perception — 45

Neighbourhood Capacity & Change — 81

Decreased 'Cleanliness' — 80

Stigma Against Vulnerable Populations — 112

Question 4: What are the potential solutions to minimise the negative impacts of housing with social support?
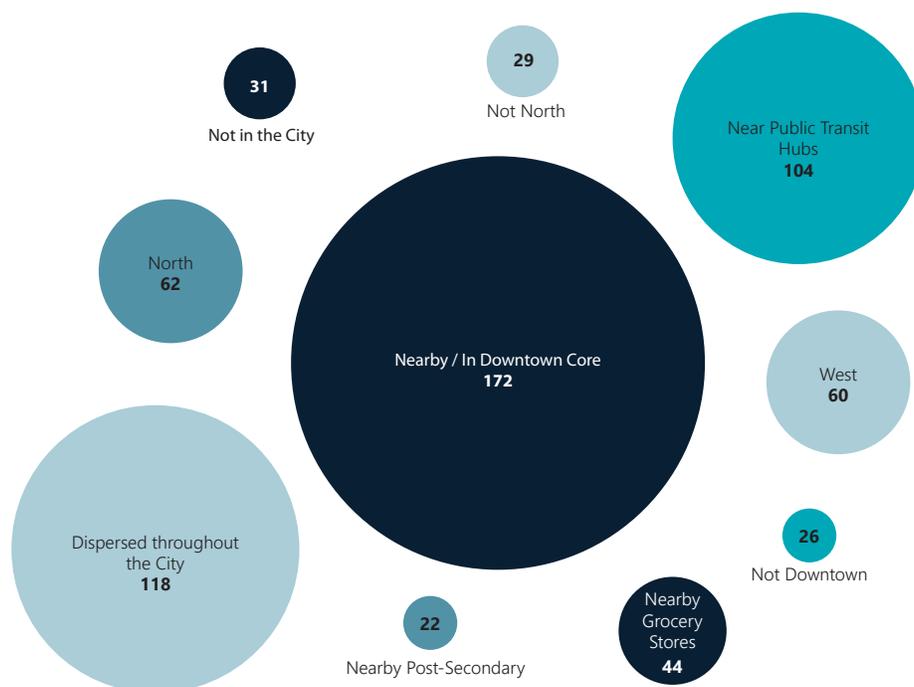
Key Sentiments:

1. **Proper Location (27%):** Ensuring appropriate location is essential in minimising the impact of housing with social supports. *Note: Respondent opinion on what was a proper location was varied. The responses given regarding proper location matched sentiments expressed under the subsequent Question 5, and thus detailed sentiments about location will be discussed under the subsequent analysis for that question.*

2. **Comprehensive Policing / Security (15%):** Police presence and other forms of security around housing with social supports should be increased, in order to comprehensively enforce the law, and improve feelings of safety.

3. **Community Education & Engagement (14%):** Ensuring that community members were educated on the nature of housing with social supports and how they benefit the community could reduce prejudices, stereotypes and conflicts between current community members and users of housing with social supports. Engaging with communities was also identified as important, as if members were properly informed, they would less likely to react negatively.

4. **Communication & Interaction (13%):** Efforts towards fostering open communication and interaction between all members of the community would minimise negative impacts. This could help address the problem of 'othering' and a current lack of compassion in the community. Communication between the municipality and professionals, its community members, and housing with social supports users is also important.

5. **Ensure Comprehensive Support (13%):** Housing with social supports can only make a difference if it is offered in conjunction with other services, as individuals who utilise housing with social supports are often stuck in a cycle of poverty, mental health crises, addiction, and more, and thus a web of support is necessary to break the cycle.

6. **Staff / Funding / Availability Increases (11%):** Negative impacts could be drastically reduced by increasing the amount of funding and number of staff provided for/to housing with social supports. Current provisions towards housing with social supports are insufficient.

7. **Harsher Consequences / Enforcement (5%):** The main solution to minimise impacts was the enforcement of harsher consequences for illicit or illegal activities.

8. **Effective Planning / Management (5%):** Having comprehensive strategies and a clear direction established ahead of time would go a long way towards reducing negative impacts.

9. **User Screening (4%):** User screening, such as background checks or requirement checklists for use, is necessary to ensure housing with social supports does not significantly negatively impact neighbours.

Community Education & Engagement **104**

User Screening **28**

Comprehensive Policing / Security **109**

Effective Planning / Management **34**

Proper Location **200**

Ensure Comprehensive Support **96**

Staff / Funding / Availability Increases **84**

Harsher Consequences / Enforcement **37**

Communication & Interaction **99**

Question 5: Are there any specific locations or areas in Lethbridge where housing with social supports would be beneficial?
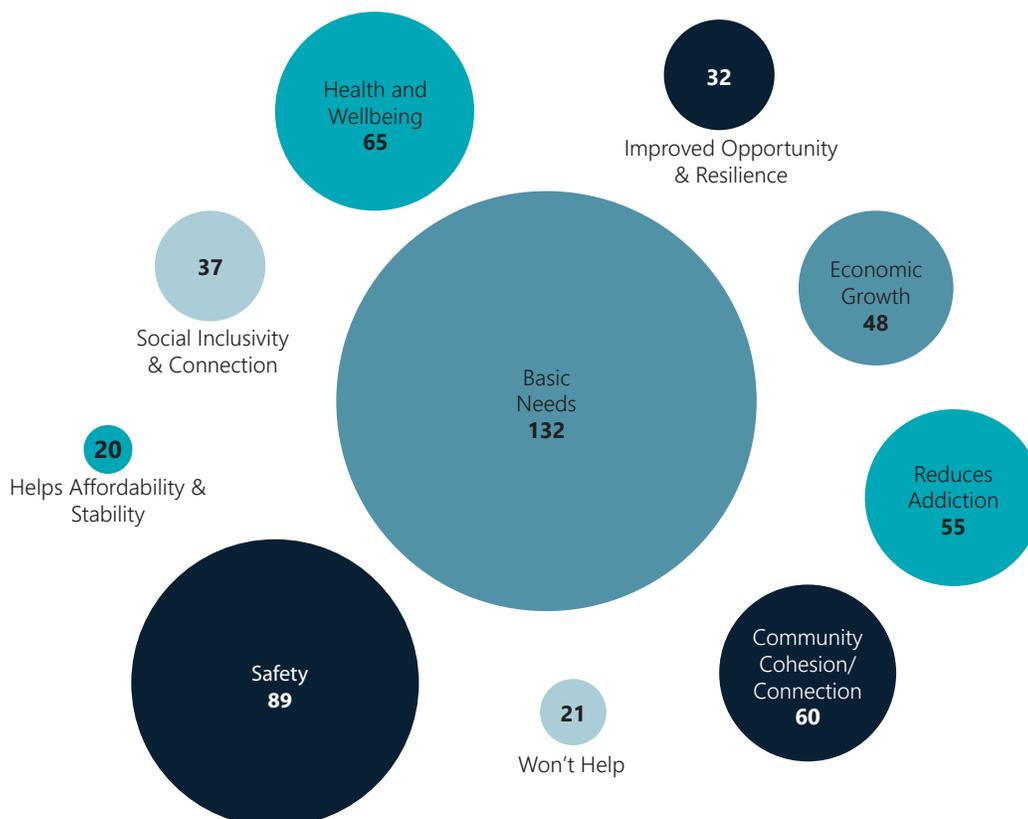
Key Sentiments:

1. **Nearby Downtown (23%):** Housing with social supports should be located nearby or in downtown. *NOTE: Although nearby downtown and the downtown core were mentioned in conjuction with one another, respondents generally placed a greater emphasis on locating housing with social supports nearby or close to downtown, rather than in the downtown core itself.*

2. **Dispersed throughout the City (16%):** Housing with social supports should be available all across the city, so that they are easily accessible to all residents, regardless of location.

3. **Near Public Transit Hubs (14%):** Housing with social supports should be located nearby transit hubs, to ensure accessibility and mobility.

4. **North (8%):** Housing with social supports should be located in North Lethbridge, due to the current presence of services in the area.

5. **West & South (8%, 6%):** Housing with social supports should be located in West or South Lethbridge, as North Lethbridge already has enough social uses present. NOTE: T*hese are presented together as West & South Lethbridge very frequently appeared as recommendations in the same comment.*

6. **Nearby Grocery Stores (6%):** Housing with social supports should be located nearby to grocery stores, as easy access to affordable food sources is very important.

7. **Not Residential (6%):** Housing with social supports should not be built in residential areas, as it would negatively affect the communities.

8. **Not in the City (4%):** Housing with social supports would significantly negatively impact the surrounding area, and thus the only suitable location is either on the outskirts of the city, or not in it at all.

9. **Not North (4%):** Housing with social supports should not be located in North Lethbridge, as the North has been overly used as a location in the past.

10. **Not Downtown (3%):** Housing with social supports should not be located within downtown, as it would exacerbate the current issues the area faces.

11. **Nearby Post-Secondary (3%):** Housing with social supports could be located nearby to post-secondary institutions, due to the proximity of the institutions to amenities and the ease with which a housing user could attend the colleges.

12. **Specific Locations/Areas:** Respondents also provided more specific locations in the city where they believed housing with social supports would be ideal. The locations listed below were mentioned across at least ten different comments as beneficial.
    - Nearby Hospital
    - Near City Hall/Old RCMP/Old YMCA
    - Old Save On Foods
    - Eldorado RV Site
    - Food Bank

Question 6: What are the positive impacts of having social service facilities in Lethbridge?
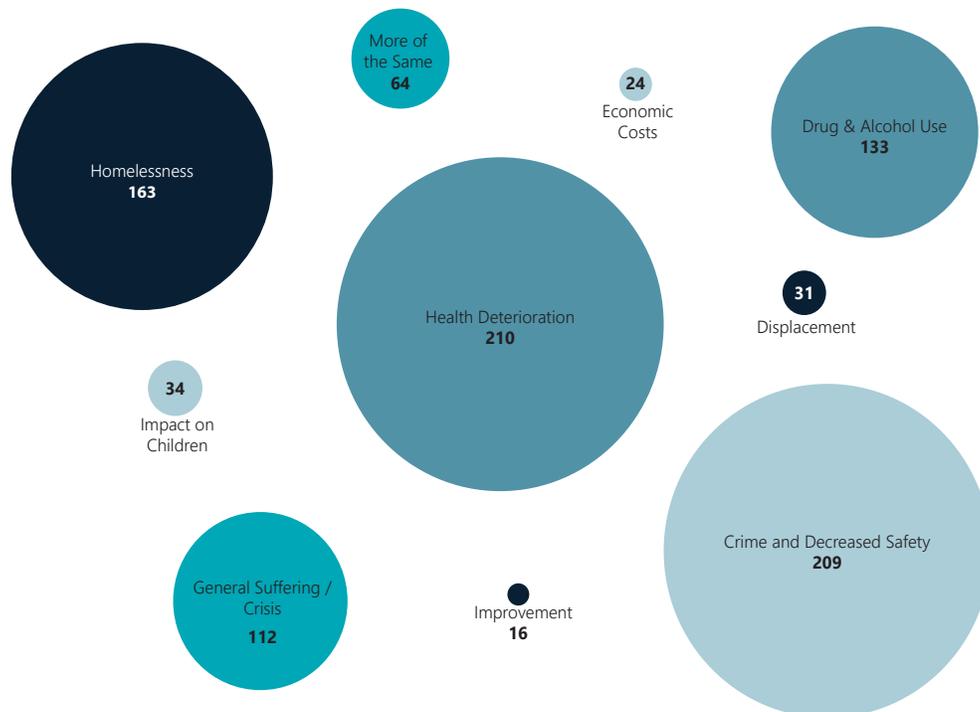
Key Sentiments:

1. **Basic Needs (19%):** Social service facilities would, at the very least, help ensure that the basic needs of all are met.

2. **Safety (13%):** Social service facilities could reduce violence & crime, improving safety both for individuals who benefit from social service facilities & the whole community.

3. **Health & wellbeing (9%):** Social service facilities could improve health and wellbeing, as they facilitate easier access to mental health counselling and healthcare resources, which increases the health of the community. Social service provision could also reduce the strain on healthcare facilities, freeing up capacity.

4. **Community cohesion/connection (8%):** Social service facilities could increase social cohesion and connection, due to their capacity to facilitate healthier interactions between all economic demographics, creating a more unified and engaged community.

5. **Reduces Addiction (8%):** Social service facilities can help people escape the cycle of addiction by providing a safe environment

6. **Economic Growth (7%):** Social service facilities help bolster the economy in a variety of ways. In particular, they increase economic productivity & contribution by helping individuals re-enter the workforce and participate in the economy.

7. **Social Inclusivity & Connection (5%):** Social service facilities could improve the diversity of a community by allowing those typically excluded from broader society to have the capability to participate as well as connect with peers who share similar challenges.

8. **Improved Opportunity & Resilience (5%):** Social service facilities could help facilitate a method of transition out of homelessness, preventing people from getting stuck in poverty. By providing support for those temporarily 'down on their luck', social service facilities could also allow individuals and communities to bounce back from challenges more easily.

9. **Won't Help (3%):** Social service facilities would have little or no positive impact, as they won't help those who don't want to help themselves.

10. **Helps Affordability & Stability (3%):** Social service facilities have the potential to help counteract current issues of housing affordability and the housing crisis.

Question 7: If social service facilities are not provided in Lethbridge, what are the consequences?
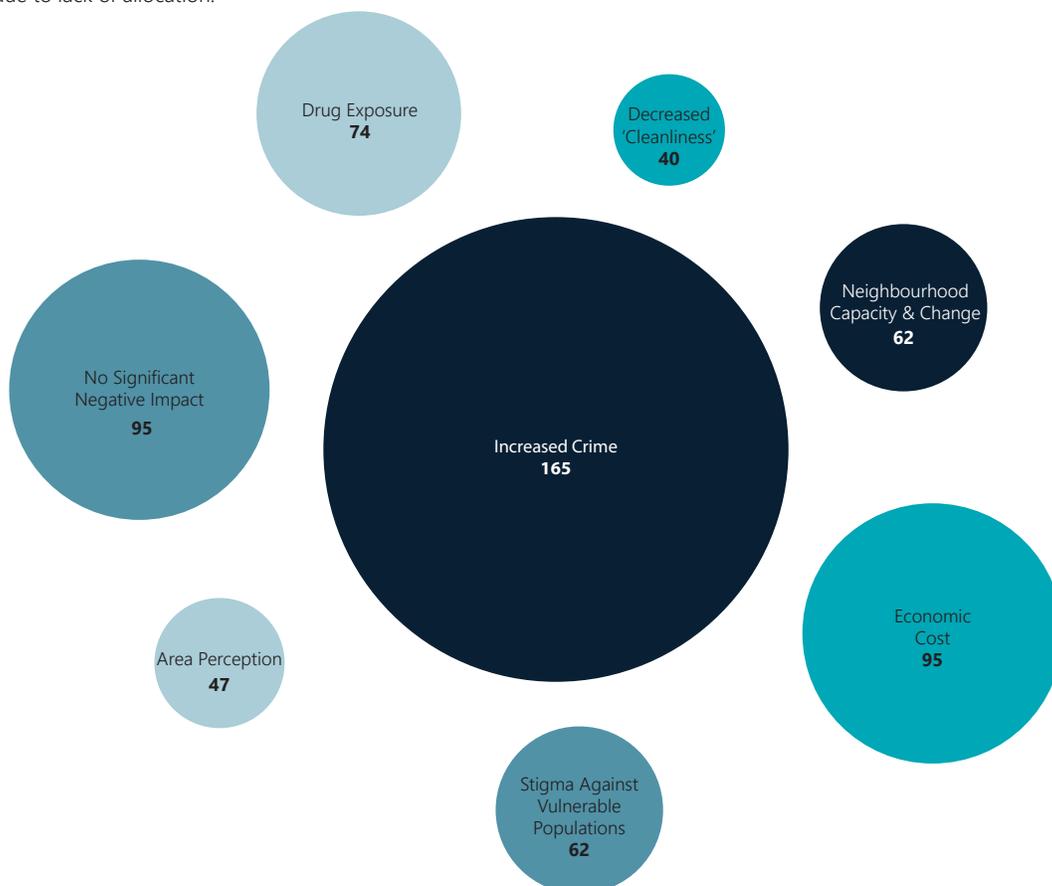
Key Sentiments:

1. **Health deterioration (30%):** Without social support, the mental and physical health of Lethbridge's most vulnerable people would deteriorate. Mental illness would plague the community and suicides would increase. Disease, injury, and exposure to the elements would also lead to increased death rates, and would overwhelm the healthcare system.

2. **Crime and decreased safety (30%):** A lack of social service facilities would cause crime in the city to increase, due to people being more desperate. This crime would decrease safety and the perception of safety in the city.

3. **Homelessness (24%):** Without social service facilities, more people would end up living on the street. This could result from a multitude of different factors such as increased poverty, drug addiction, mental illness etc.

4. **Drug & alcohol use (19%):** A lack of social service facilities would mean that there would be no outlet for people to deal with trauma and mental health issues, so they would turn to drugs and alcohol. Addiction would be widespread, overdoses would be common, and well-being in the community would decrease.

5. **General suffering/crisis (16%):** Without social service facilities, those who need help would have nowhere to turn, and suffering and crisises in the community would increase.

6. **More of the same (9%):** Without any social service facilities, these issues would continue as they are now and/or increase in severity and frequency.

7. **Impact on children (5%):** Children and youth from unstable home environments would bear the brunt of a lack of social service facilities, as they would be given no chance to turn their life around, and be stuck in their current situation, as it would be their only option.

8. **Displacement (4%):** Without social service facilities, people would leave Lethbridge, either because all of the untreated issues on the streets that would slow economic activity, or because those who are suffering would be forced to go elsewhere to access these services.

9. **Economic costs (3%):** Issues such as homelessness, drug use, and crime would worsen, causing businesses to leave Lethbridge, and deterring further economic activity from coming to the city. Furthermore, social service facilities have a short term cost but long term payoff. If none are put in place, the long term costs to the healthcare system and the criminal justice system would put strain on these systems and taxpayers.

10. **Improvement (2%):** Without social service facilities to fall back on, people would move up from the handout and get a job. The city would build a self reliant culture that furthers economic growth. There would be less burden on the taxpayers for services that aren't going towards them.

More of the Same **64**

Economic Costs **24**

Drug & Alcohol Use **133**

Homelessness **163**

Health Deterioration **210**

Displacement **31**

Impact on Children **34**

General Suffering / Crisis **112**

Improvement **16**

Crime and Decreased Safety **209**

Question 8: What are the negative impacts of social service facilities on neighbours that need to be considered?
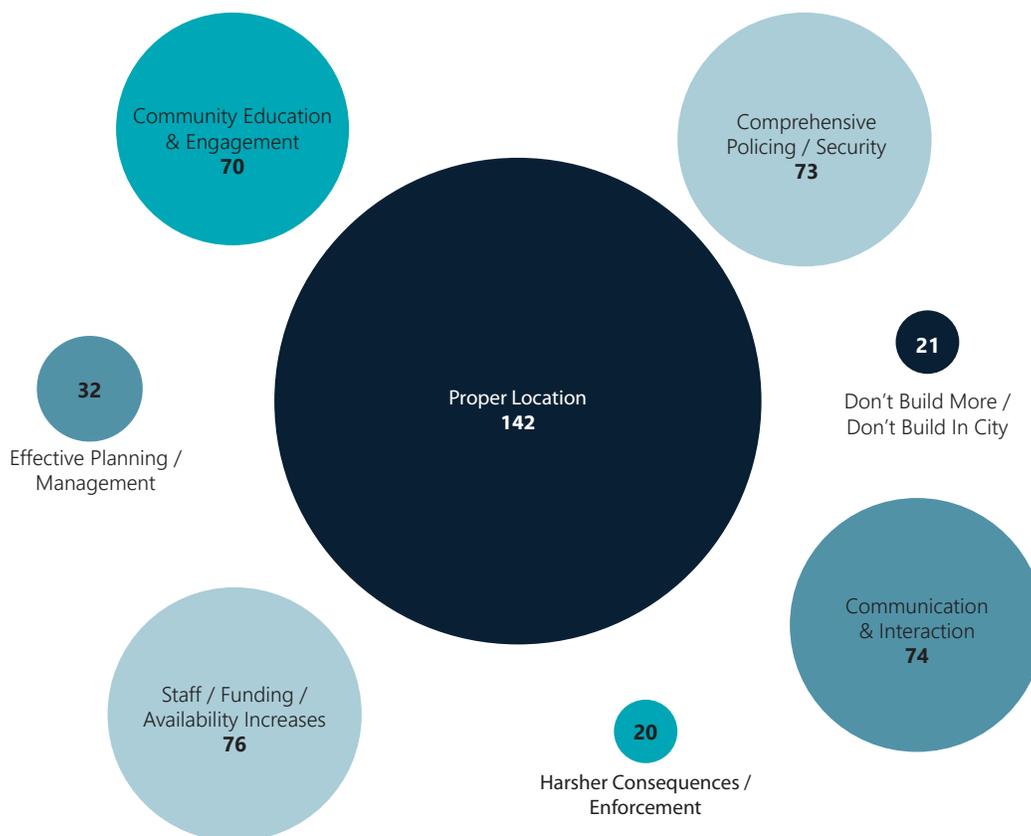
Key Sentiments:

1. **Increased Crime (25%):** Neighbours could see an increase in crime both violent and non-violent, and a decrease in safety, in areas that previously did not have an issue with it.

2. **Economic Cost (14%):** Taxes could increase as a result of supplying social service facilities, and property values nearby social service facilities could decrease.

3. **No Significant Negative Impact (14%):** There were no significant negative impacts of social service facilities, if they were properly implemented, or created positive effects would vastly outweigh the negative impacts.

4. **Drug Exposure (11%):** Neighbours (especially children) would be exposed to more open drug use, and potentially hazardous materials.

5. **Neighbourhood Capacity & Change (9%):** Social service facilities could result in an influx of people into the neighbourhood, increasing noise/disturbances, loitering, and vehicular congestion. Social service facilities could also result in neighbours being unable to access emergency services and facilities due to lack of allocation.

6. **Stigma Against Vulnerable Populations (9%):** People reliant on social service facilities could be exposed to potentially prejudiced individuals. Vulnerable groups could also be at risk of stigmatisation or scapegoating and Negative stereotypes could be reinforced. *NOTE: Some respondents expressed the opposite, that the increased visibility has the potential to help destigmatize marginalised groups, but there would still be an initial stage of vulnerability.*

7. **Area Perception (7%):** Traffic to local business/organizations could be reduced due to safety concerns and/or a decreased desire to visit and engage with a neighbourhood. This could potentially result in businesses leaving the area.

8. **Decreased 'Cleanliness' (6%):** Garbage as well as biohazards from public urination/defecation could increase, especially in public spaces.

Question 9: What are the potential solutions to minimise the negative impacts of social service facilities?

Key Sentiments:

1. **Proper Location (23%):** Location is essential in minimizing social service facility impact. *NOTE: Respondent opinion on what was the proper location was varied. The responses given regarding proper location matched sentiments expressed under questions 10, and thus detailed sentiments about location will be discussed under the analysis for those questions.*

2. **Staff / Funding / Availability Increases (12%):** Negative impacts could be drastically reduced by increasing the availability and capacity of social service facilities, as well as the amount of funding and number of staff provided to them. Current allocations towards social service facilities are insufficient.

3. **Communication & Interaction (12%):** Fostering open communication and interaction between all members of the community is essential to minimising negative impacts. This would help adress the problem of 'othering' and a current lack of compassion in the community. Communication between the municipality and professionals, its community members and social service users would also reduce impacts.

4. **Comprehensive Policing / Security (12%):** More police presence and other forms of security are needed to comprehensively enforce the law, and improve feelings of safety.

5. **Community Education & Engagement (11%):** Ensuring that community members are educated on the nature of social service facilities, and how they help, could reduce prejudices, stereotypes and conflicts between current community members and social service users. Engaging with communities is also important, as if community members are properly informed, they're less likely to react negatively.

6. **Effective Planning / Management (5%):** Comprehensive plans and a clear direction established ahead of time would go a long way towards reducing negative impacts.

7. **Don't Build More / Don't Build In City (3%):** The best way to stop negative impacts is to not build facilities at all, or to move them into rural lands outside of the city.

8. **Harsher Consequences / Enforcement (3%):** The enforcement of harsher consequences for illicit or illegal activities would help reduce negative impacts.

Community Education & Engagement **70**

Comprehensive Policing / Security **73**

Effective Planning / Management **32**

Proper Location **142**

Don't Build More / Don't Build In City **21**

Staff / Funding / Availability Increases **76**

Harsher Consequences / Enforcement **20**

Communication & Interaction **74**

Question 10: Are there any specific locations or areas in Lethbridge where social service facilities would be beneficial?

Key Sentiments:

1. **In Downtown Core (32%):** The downtown core would be a beneficial location for social service facilities, due to its proximity to amenities, easy access via transit, and the current supportive services that are located within it.

2. **Dispersed throughout the City (17%):** Social service facilities should be available all across the city, so that they are easily accessible to all residents, regardless of location.

3. **Around Existing Shelters (8%):** Social service facilities should be located in proximity to the existing shelters in Lethbridge, as the individuals who would require the services already operate in those areas.

4. **North (8%):** Social service facilities should be located in North Lethbridge, due to the current presence of users in the area. *NOTE: There was a smaller group of respondents that specifically expressed that they believed locating them in the North was a bad idea, as they had been overly located in the North to its detriment in the past.*

5. **West & South (8%, 6%):** Social service facilities should be located in West or South Lethbridge, as North Lethbridge already has enough social uses present. NOTE: T*hese are presented together as West & South Lethbridge very frequently appeared as recommendations in the same comment.*

6. **Near Public Transit Hubs (6%):** Social service facilities should be located near to transit hubs, in order to ensure accessibility and mobility.

7. **Nowhere/None/No More (4%):** Lethbridge already has enough social service facilities, and no more should be provided.

8. **Close to Healthcare Facilities (3%):** Social service facilities should be located around hospitals, mental health facilities & rehab centres, due to the importance of access to medical services in conjunction with social service facilities.

9. **Near Social Housing (3%):** Social service facilities and housing with social supports should be located in the same area, so that they can work in conjunction.

10. **Not in Residential Areas (1%):** Social service facilities should not be built in residential areas, as they would negatively affect the communities they are located in.

11. **Specific Locations/Areas:** Respondents also provided more specific locations in the city where they believed social service facilities would be ideal. The locations listed below were ones mentioned across at least ten different comments as potentially beneficial.
    - Near City Hall/Old RCMP/Old YMCA
    - Old Save-on-Foods
    - Galt Gardens
    - Industrial Park
    - Near Soup Kitchen / Food Bank
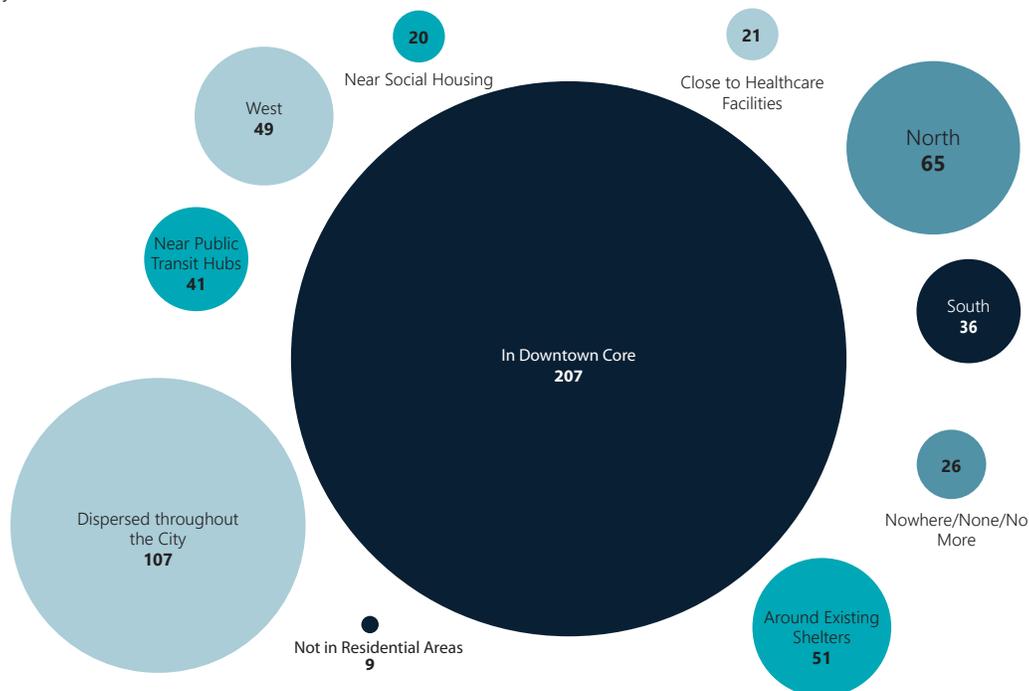
5.2 Pop-Up Event Responses

5.2.1 How Feedback was Sorted & Analyzed

Pop-up events served as an opportunity to inform the community about the project in a relaxed setting. In the events, the project team set up small stands at naturally busy destinations, such as grocery stores, libraries, markets, or foodbanks, so they could meet community members at locations that they would already be visiting as part of their day-to-day lives. No form of registration was required for these events to ensure they remained more casual interactions..

Feedback for these events was gathered via sticky notes on poster boards with general prompts about social service facilities and housing with social supports. For each of the prompts, responses from the different pop-up events were consolidated, and the common and significant sentiments were identified by the project team.

5.2.2 Key Themes & Sentiments

Prompt	Common Participant Feedback
What social service facilities could help you (or someone you know) meet needs you are experiencing today or have experienced in the past?	+ Food Banks: Participants often explicitly expressed the need for more food banks in Lethbridge. + All types of social service facilities: Several participants said the community is in need of a variety of social service facilities.
Where should these social service facilities be located to make it easier for you (or someone you know) to access them?	+ West Lethbridge was frequently expressed as an appropriate location for social services. Respondents stated that currently those in the west are forced to do a long commute to access food banks and other social service facilities. + Respondents also indicated that social service facilities are needed everywhere around the City (North, South, and West Lethbridge).
What types of housing with social supports do you (or someone you know) need access to?	+ Respondents most commonly mentioned homeless shelters and transitional housing. + Other common responses included supportive housing and home care.
Where should this housing with social supports be located?	+ South side was the most frequently expressed area. + There was also a desire expressed to improve access everywhere around the City (residential areas as well as downtown)

5.3 Workshop Responses

5.3.1 How Feedback was Sorted & Analyzed

During the process of conducting the housing with social supports and social service facilities workshops, there were two primary activities in which feedback was gathered. In the first, referred to as the 'World Cafe' activity, participants wrote down thoughts / answers to three different questions, all of which were asked in the Housing with Social Supports and Social Service Facilities Survey. The second, referred to as the 'Open Space Technology' activity, had the participants split into small groups and directed to come up with a topic or solution to address balancing the positive and negative impacts of social service facilities and housing with social supports. Participants were then asked to fill out a worksheet outlining their topic / solution in more detail, and explaining what role the LUB Renewal can play in achieving it.

Feedback analysis for the World Cafe involved manually identifying key sentiments from each of the three questions based on common themes, keywords, and subjects/issues that were brought up in the responses. The most common sentiments are included and explained in this report.

Feedback analysis for the open space technology activity involved a consolidation of responses related to each individual topic, before key details and feedback was summarized manually into key sentiments for that topic's issues and solutions identified by participants.

5.3.2 Key Themes & Sentiments

5.3.2.1 World Cafe Sentiment Analysis

Question 1: What are the positive impacts of having social service facilities and housing with social supports in Lethbridge?

Key Sentiments:

1. **General community building and social improvement:** By providing social service facilities and housing with social supports, all residents would be supported, and there would be an improved sense of community. Health, happiness, and prosperity would increase in the city, as stigma around struggling community members decreases and society as a whole becomes more inclusive.

2. **Reduced crime / increased safety:** The presence of social service facilities and housing with social supports would decrease theft, violence, and all other types of crime in Lethbridge. Furthermore, there would be an increased sense of safety all around the city, and people would feel more comfortable and relaxed walking down the street, no matter where they are.

3. **Economic growth/savings:** Spending money on social service facilities and housing with social supports now would save money in the long term. By addressing social issues proactively instead of reactively, costs associated with law enforcement, healthcare, criminal justice, etc. would be reduced down the road. Not only would it create savings, but by building a healthier and more stable society, productivity would increase and Lethbridge would see economic growth.

4. **Basic needs met:** Social service facilities and housing with social supports would ensure that those in need have their basic needs met. Life necessities such as clothing, food, shelter, and advice would be provided to those who currently may not have all of them. Homelessness would be decreased.

Question 2: What are the negative impacts of social service facilities and housing with social supports for neighbours that need to be considered?

Key Sentiments:

1. **Increased crime and decreased safety/cleanliness:** The areas where social service facilities and housing with social supports are concentrated would see an increase in crime, as well as a decrease in safety or perceived safety. These areas would also see a decrease in cleanliness with more garbage, needles, and debris in the street.

2. **Poor delivery:** Within these services, a lack of understanding, community support, funding, and availability would lead to poor and unhelpful social uses. There would be a lack of follow through services and the housing would not provide ground-work supports.

3. **Social stigma:** Negative societal perception of social service facilities would increase and would lead to discrimination, classism, and racism. There would be community pushback due to NIMBYism and the stigma surrounding those struggling in society would increase.

4. **Land Value:** With more social service facilities and housing with social supports, land would be reduced, property value would decrease, and there would be more property damaged. Others expressed a similar sentiment but said that these changes would only be perceived, but would have a negative impact on the community nonetheless.

Question 3: What are the consequences if social service facilities and housing with social supports, are not provided in Lethbridge? What mitigation strategies could be used to improve or eliminate the negative impacts?

Key Sentiments:

1. **Health deterioration:** Without social service facilities or housing with social support, the mental and physical health of Lethbridge's most vulnerable people would deteriorate. Mental illness would plague the community and suicides would increase. Disease, injury, and exposure to the elements would also lead to increased death rates, and would overwhelm the healthcare system.

2. **Homelessness:** Without social service facilities or housing with social supports, one way or another, more people would end up living on the street. This could result from a multitude of different factors such as increased poverty, drug addiction, mental illness, etc.

3. **Increased crime / reduced safety:** A lack of social service facilities and housing with social supports would increase theft, violence, and all other types of crime in Lethbridge. Furthermore, there would be a decreased sense of safety all around the city.

4. **Economic costs:** Social service facilities and housing with social supports have a short term cost but long term payoff. If none are put in place, the long term costs to the healthcare system and the criminal justice system would put strain on these systems and taxpayers. Small businesses would also be forced to close, in areas where social issues are running rampant without any supports in place.

5. **General suffering/crisis:** Without social service facilities or housing with social supports, those who need help would have nowhere to turn. Common general sentiment about increased suffering, chaos, poor quality of life, crisis, and poor community well-being.

5.3.2.2 Open Space Technology Feedback Analysis

Topic	Common Themes from Participant Feedback
Ability to build social housing projects	+ Simplify the process of development, particularly the development of social uses. + Make the available funding for social uses easier to access and activate. + Ease up the LUB restrictions and definitions surrounding social uses.
Public funding to social service facilities	+ Expand existing services to respond to increased demand in Lethbridge. + Reduce red tape in expanding these government run programs and involve planners. + These social uses should be everywhere in the city. + NIMBYism will be a challenge in achieving this.
Zoning flexibility for affordable housing	+ Increase flexibility in the zoning bylaw to allow for more affordable housing, specifically in the downtown core. + Lethbridge needs affordable housing, and affordable infill specifically. + Community acceptance will be a challenge.
Housing that targets the social determinants of health	+ Use zoning to allow for mixed uses like having food, education, and healthcare near all housing types. + Housing supports directly reduce health inequities and can prevent downstream negative health outcomes. + Those who are homeless are often subject to negative health outcomes, and when there are many people who are homeless it can increase strain on the healthcare system.
Marketing / articulation	+ When marketing and explaining social uses, exclude jargon and stigma, and make sure to be compassionate and optimistic. + In order for programs and services to be trusted, they need to be explained and marketed properly. + Experts in planning and healthcare should be involved with this, ensuring the proper language is used.
Policies considering the impacts of trauma, drug abuse, homelessness, crime	+ Implement prevention supports to mitigate the impacts of trauma, drug abuse, homelessness and crime. + Ensure that there are many zones that allow for this. + These supports should be driven by local policy and should be widely allowed in conjunction with basic needs. + Council, administration, and the community should all be involved.

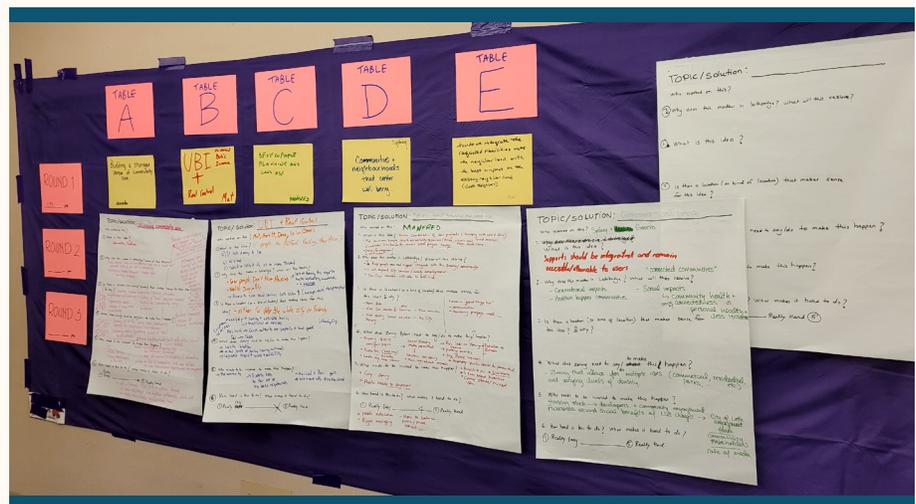| Centering well-being	+ Supports should be integrated and remain accessible/attainable to users. + Lethbridge needs connected, healthy, communities. + Zoning can work towards this with a lot of mixed use zoning and varying levels of density.
Development, planning and land use	+ Ensure better coordination of development projects for housing with social supports. + Coordinate time frames for various social projects. + Locate social service facilities and housing with social supports near other types of services and amenities, as well as near existing social service facilities and housing. + Simplify the LUB, reduce the number of zones, and shorten engagement timelines so the community and funders don't lose interest.
Universal Basic Income and Rent control	+ Subsidise costs at a certain income threshold. + Those who are homeless simply can't afford housing. + Due to current wealth inequality certain people don't have housing which can lead to negative health implications and they cannot afford healthcare. + These issues can be addressed at all levels of government, and the LUB can help by having service locations, mixed levels of housing and improved transit access.

Housing with Social Supports and Social Service Facilities In-Progress Workshop

Building community care	+ Start smaller communities and neighbourhood associations, and then grow outwards.
	+ On a societal level, there needs to be a shift away from individualism in order to make progress on many of the issues Lethbridge is faced with.
	+ Increase public/shared/civic gathering spaces and community centres in neighbourhoods.
	+ This idea isn't something that has a quick fix, it's a culture change and will be very challenging.
How do you integrate required facilities into the neighbourhood with the least impact on the existing neighbours?	+ Fully educate the communities on the need to be accepting and inclusive of those that need a hand up.
	+ Eliminating some of the NIMBY effect in this way is essential from the initial development through the life of the development to mitigate issues that arise.
Neighbourhoods becoming communities	+ Disperse services among all/many areas of the city to increase local sense of place and inclusion.
	+ Enable neighbours to be part of the solution.
	+ Community centres and washrooms should be included in all areas.
Collaboration between ministries/ municipalities/ systems	+ Increase collaboration between levels of government and departments.
	+ Provincial and municipal coordination of a team approach to implement proactive/preventative measures.
	+ Decrease spending on reactive support.
	+ This will prove challenging due to changing priorities and perspectives of different political parties and party turnover.
Support for marginalised people / Addressing stereotyping	+ Address stereotyping that exists within our city.
	+ There is currently a homelessness crisis in Lethbridge and Indigenous peoples are overrepresented.
	+ The LUB can contribute by permitting housing with social supports in every zone.
	+ People with lived experience should be part of the conversation.
Poverty Strategy	+ Design and implement a poverty strategy through assessment and research of services and uses.
	+ The LUB can regulate the specifics of the social service facilities and housing with social supports in the poverty strategy.
	+ Consider all of southwestern Alberta when designing it, as Lethbridge is a hub for the region.
	+ Lethbridge needs to be proactive, not reactive.

Perceptions of Social Uses	+	Shift the culture of the community to understand what social supports are, what they look like, and who accesses them.
	+	More education and awareness could lead to a more inclusive community, and increased supports.
	+	Allowing people to see social supports in action in their neighbourhoods (all across the city) normalises them and helps remove stigma.
	+	Policy change will be the easiest part, action and education to get communities involved will be the hard part.
Housing cost/ support	+	Relax bylaw restrictions that impede access to affordable housing (temporary waiver permit/usage).
	+	Social support may be provided in creative ways and LUB should provide the flexibility to be creative.
	+	City hall, landlords, and social service users should all be included.
Incentivise housing construction	+	Build new neighbourhoods, new housing, and increased incentives for suites.
	+	There is increased demand for housing right now as there is a shortage.
	+	Reduce land use barriers in the LUB, making it more flexible and context-sensitive.
Staffing the housing with social supports	+	Implement reliable, consistent and guaranteed funding for the different categories of housing.
	+	Without staffing some places never 'get off the ground' or other places shut the doors.
	+	The LUB can provide resources to create accessible housing and accessible parking.
	+	Government change can mean changes to funding, making this challenging.

Pop-Up Event Stand

Workshop Open Space Technology Activity Feedback

Destigmatization of conditions such as poverty, disability, mental health challenges that produce need for social support	+ Schools, community organizations, faith groups, and the general public all need to work on destigmatizing poverty. + In Lethbridge, there is principled opposition to supportive housing owing to social stigma, but it should be provided for and permitted in downtown. + People who need social housing would maybe be treated badly by neighbours. + The LUB can contribute by permitting social uses in the old downtown area.
Permanent + long term housing with comprehensive community + resident supports onsite	+ Increase public infrastructure throughout the city with mixed use and diverse housing that offers community service. + There are currently many neighbourhoods without access to services, this needs changing. + The LUB can help by undergoing a complete rezoning to supports multi-use spaces throughout the city. + This will require long term planning and a higher degree of collaboration.
Measurements outcomes / resource allocation	+ The problem needs to be quantified, allowing resources to be focused based on priorities. + There are currently competing priorities. + The LUB should be flexible and have the ability to be revisited and modified.
Definitions of housing	+ Further define housing with social supports with more transparency and using common/plain language. + Increase education on different types of housing and dispel myths. + Defining the different types of housing will help with finding locations for them - one size doesn't fit all.
Quality over Quantity	+ Make sure what is provided will last long-term to ensure investment. + Increased quality of integrated services will increase uptake of use. + Increased quality and use of services will help reduce dehumanisation and increase community pride. + Integrate the services in the existing community. + Simplifying the LUB and minimising the need for bureaucracy will help this endeavour.
Transportation	+ Increase ease of access to services by reducing sprawl and excess infrastructure and expanding transport options. + How we move around our communities affects our quality of life and access to services. + The LUB can remove parking requirements, incentivise reuse of parking spaces, and prioritise multimodal infrastructure.

Building up	+ Making space above businesses for housing with social supports. + Build dense social housing in the old downtown neighbourhood. + This provides businesses with available workers and potential customers. + The LUB can help by permitting this type of construction in many areas.
Expand capacity within housing continuum	+ Build/expand capacity within housing continuum to prevent people falling off housing continuum. + Build safety net. + Develop more public infrastructure. + The LUB should use common language and broaden definitions to ensure people understand. + All three levels of government should be involved.
Move from 3 to 2 Land Use Districts (Supportive, transitional, and Market Housing to Emergency Shelter and Residential Dwelling)	+ Move to a more inclusive regulation rather than exclusionary; less bureaucracy and accelerated timelines. + More flexibility could increase development. + The LUB should define uses and consider consequences.

Housing with Social Supports and Social Service Facilities In-Progress Workshop

5.4 Indigenous Engagement Meeting Responses

5.4.1 How Feedback was Sorted & Analyzed

The Indigenous engagement served as an opportunity to gather feedback from key Indigenous stakeholders in Lethbridge though small-group conversations. The engagement event opened with a prayer giver by Elder Mike Bruised Head, of the Blood Tribe, to honour the gathering of information and to develop a collective goal. Engagement was then conducted through open form conversation with the project team providing information about the project and Land Use Bylaw when necessary. Throughout the conversations, key sentiments and topics of discussion were noted and recorded, a summary of which is presented below.

5.4.2 Key Meeting Highlights & Sentiments

+ The Land Use Bylaw renewal should be conducted though a collaborative approach, allowing all participants in all walks of life in Lethbridge to have space to be included in the drafting of the Bylaw.

+ It is important to acknowledge historical events, such as residential schools, as they have had a direct impact on the forms of social uses available as well as the extent of need for them.

+ Indigenous communities around Lethbridge generate a huge economic impact to the City of Lethbridge.

+ Innovative approaches for affordable housing should include temporary housing in standard apartment uses. This need is not supported in the current Land Use Bylaw.

+ There is a high demand for temporary housing facilities. Barriers exist in the existing Zoning Bylaw, which should be removed.

+ The renewal should create opportunities to develop temporary housing with supportive services such as health and wellbeing included in the development.

+ Individual living spaces (indoor or outdoor) should be provided in conjunction with housing support services.

+ Users of the support services have frequently voiced their concern for their safety to use the facilities.

+ The project team explained to participants that current social uses are discretionary in the current Land Use Bylaw. Participants suggested that more permitted social uses should be explored.

+ It is percieved that the current appeal process does not have enough parameters on what people can appeal. The City should work on improving Bylaw clarity about the appeal process.

5.5 Social Use Recommendations Survey Responses

5.5.1 How Feedback was Sorted & Analyzed

The survey received 217 responses over the two weeks it was open, with a varying number of responses on each question. The survey was intended to gather feedback from residents on draft recommended revisions to Lethbridge's LUB. Respondents were provided with a document detailing the recommended revisions related to various social uses, and then were asked to comment on each set of revisions. The revisions were generated from earlier input provided by the public during previous engagement events. A list of the revisions provided to respondents is attached as an appendix to this document. Two questions were provided for each type of social use that was proposed to change. Additional questions were also provided for buffer distances and other general regulation changes. The form of the questions and how they were analyzed is detailed below:

1. **General Sentiment Question:** Respondents were asked to identify the extent to which they believed the changes were effective. They could select from **Strongly Agree**, **Agree**, **Neither Agree or Disagree**, **Disagree**, or **Strongly Disagree**. These responses were then totalled and developed into pie charts to display the relative percentage of respondents who agreed / disagreed with the proposed changes.

2. **Follow Up Response:** Respondents were then provided with a subsequent question asking them to, if they had disagreed with the changes, explain their reasons for doing so, as well as to provide any alternative apporaches that they believed would better adress the associated challenges. Note that while these questions asked for those who disagreed with the change to respond, it did not restrict those who had agreed from offering subsequent recommendations. These long answer were then analyzed by utilizing 'tags' in the Get Involved Lethbridge system, with each Tag being associated with a common sentiment expressed by respondents. Tags were assigned manually by the project team to ensure accuracy. Almost every response had at least one tag applied to it that corresponded with one of the common sentiments for that question. Responses deemed to be a non-answer were ignored, and had no sentiments assigned. If a response contained multiple common sentiments it had a tag assigned for each one.

5.5.2 Key Themes & Sentiments

The key sentiments and themes for the responses regarding each of the topics on which changes are recommended are provided on the following pages.
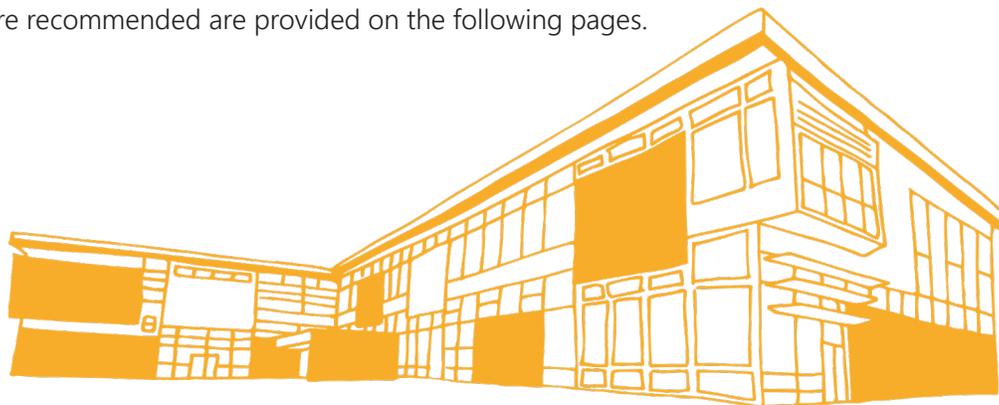
Supervised Consumption Sites

Question 1: To what extent do you agree with the following?: The recommended changes for Supervised Consumption Sites (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.
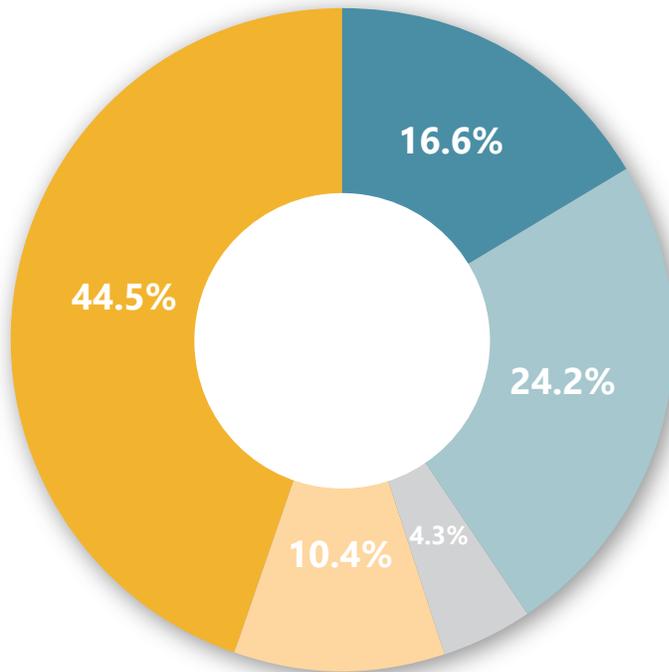
Total Number of Responses = **211**

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

16.6%
24.2%
4.3%
10.4%
44.5%

Question 2: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.

Common Sentiments:

111 people provided comments for this question

1. **33** respondents expressed their belief that supervised consumption sites **should not be allowed** in the city, regardless of their zone or location.

2. **15** respondents noted that they believed the **150m buffer was too small.** This was primarily due to concerns about the perceived negative impacts on schools, and by extension children.

3. **12** respondents expressed their concerns that supervised consumption sites **being only a discretionary use was too limiting.** They generally believed that as a result not enough sites would be built to meet the requirements of the community.

4. **8** respondents expressed concerns that the changes would result in supervised consumption sites **only being built in North Lethbridge.**

5. **8** respondents expressed their concerns that the current regulations would result in Supervised Consumption Sites being **not close enough to other supportive resources**. They argued that co-locating consumption sites with other supportive resources such as health facilities was necessary to ensure that they would have positive effects.

Other, less common, themes included:

6. A belief that supervised consumption sites should be located in the downtown only.

7. Recommendations for specific sites on which supervised consumption sites could be located, rather than allowing them in specific zones.

8. A belief that issues related to supervised consumption sites could not be solved through changes in the Land Use Bylaw, and that instead the City should look at other avenues through which to provide solutions.

Drop in Centres and Resource Centres

Question 3: To what extent do you agree with the following?: The recommended changes for Drop in Centres and Resource Centres (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.

Total Number of Responses = **214**

21.4%

17.7%

7.0%

12.6%

41.4%

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 4: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.

Common Sentiments:

95 people provided comments for this question

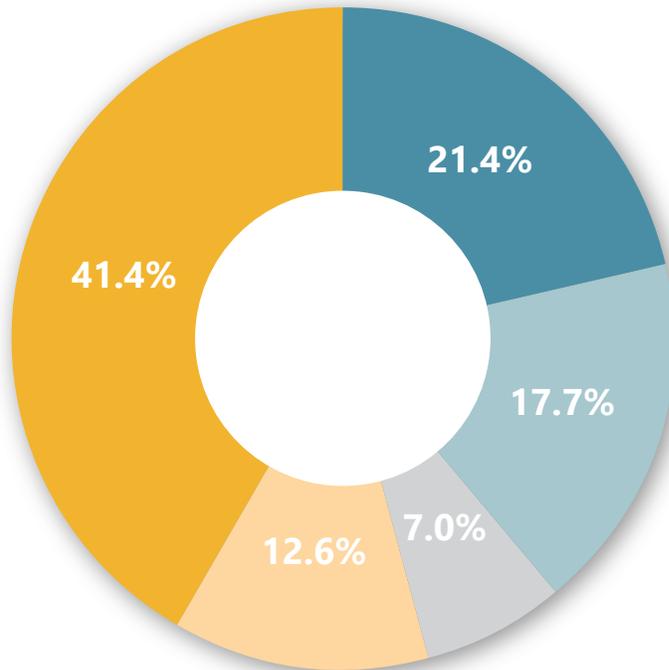1. **15** respondents noted that they believed that the **range of permitted Land Use Districts was too broad** from Drop in and Resource Centres. This was primarily due to concerns about the ability to properly regulate these uses, with respondents indicating that they believed that some of the districts should be changed to discretionary.

2. **14** respondents expressed their belief that Drop in and Resource Centres **should not be built in residential areas** of the city. These respondents mainly took issue with the centres being a permitted use in the Neighborhood Commercial (C-N) District.

3. **12** respondents expressed their belief that **the name 'Community Hubs' is too vague and misleading**, noting that it sounds like a place where communities would gather, rather than types of social uses.

4. **7** respondents expressed their belief that drop in and resource centres **should not be allowed** in the city, regardless of their zone or location.

5. **5** respondents expressed concerns that the changes would result in drop in and resource centres **only being built in North Lethbridge.**

6. **5** respondents expressed their concerns that the current regulations would result in drop in and resource centres being **not close enough to other supportive resources.** They argued that co-locating drop in and resource centres with other supportive resources such as health facilities was necessary to ensure that they would have positive effects.

Other, less common, themes included:

7. A belief that Drop in and Resource Centres should be located in the downtown only.

8. Recommendations for specific sites on which drop in and resource centres could be located, rather than allowing them in specific zones.

9. A belief that issues related to drop in and resource centres could not be solved through changes in the Land Use Bylaw, and that instead the City should look at other avenues through which to provide.

10. A few respondents believed that the 150m development buffer applied to drop in and resource centres, and that it should be extended.

Food Banks

Question 5: To what extent do you agree with the following?: The recommended changes for Food Banks (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.
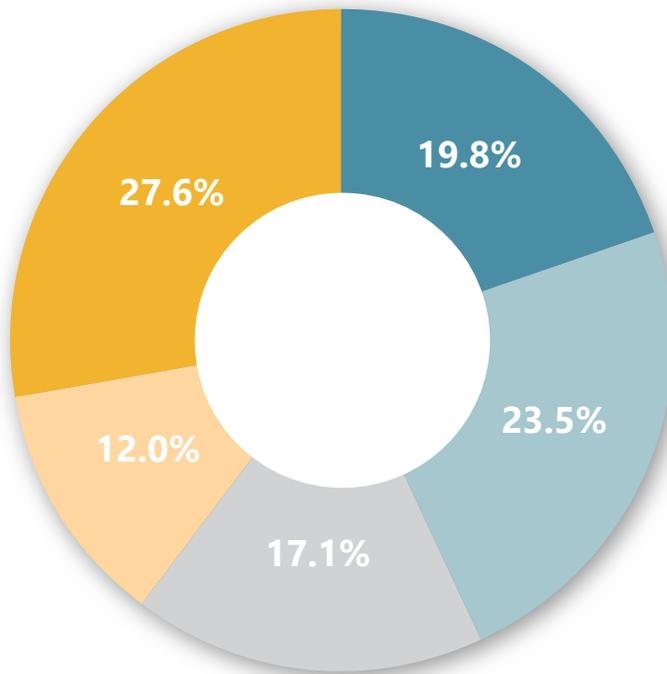
Total Number of Responses = **216**

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 6: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.

Common Sentiments:

80 people provided comments for this question

1. **18** respondents expressed strong support for the changes, noting that the changes would **help improve food insecurity** in the City.
   a. Of these, 9 respondents noted that permitted districts should be further expanded, so as to allow them in Public Building (P-B) and Business Industrial (I-B) districts in the City.
2. **16** respondents expressed that they believed that food banks **should not be treated as Grocery Stores.** Respondents noted that they believe the two uses are different and such an approach could result in incompatibility. *NOTE: Residents who expressed this sentiment were not entirely against expanding permitted land use districts, only with a non-individualized approach.*
3. **13** respondents expressed their belief that **no changes were necessary,** and that current food bank land use permissions were sufficient.
4. **11** respondents expressed their belief that Food Banks **should not be built in residential areas** of the city. These respondents mainly took issue

with the centres being a permitted use in the Neighborhood Commercial (C-N) District.

5. **9** respondents promoted the belief that food banks **should be located on specific sites,** rather than allowing them in specific zones.

Other, less common, themes included:

6. A belief that food banks should be located in the downtown only.
7. A concern that these changes would result in food banks being built in the north only.
8. A belief that issues related to food banks could not be solved through changes in the Land Use Bylaw, and that instead the city should look at other avenues through which to provide.
9. A belief that food banks should not be allowed to exist in the city.

Soup Kitchens

Question 7: To what extent do you agree with the following?: The recommended changes for Soup Kitchens (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.
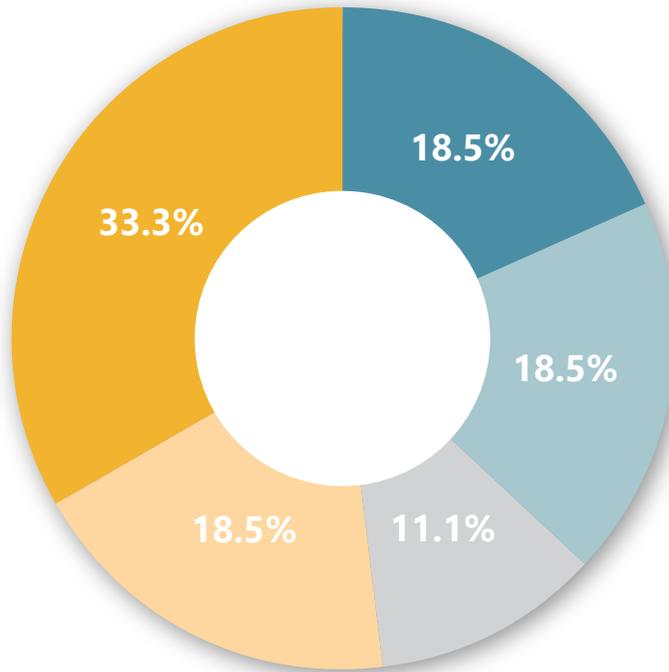
Total Number of Responses =
215

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 8: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.

Common Sentiments:

93 people provided comments for this question

1. **17** respondents expressed strong support for the changes, noting that the changes would **help improve food insecurity** in the City.
    a. Of these, **9** respondents noted that **permitted districts should be further expanded,** so as to allow them in Local Commercial (C-L), Public Building (P-B) and potentially Business Industrial (I-B) districts in the City.
2. **30** respondents expressed that they believed that soup kitchens **should not be treated the same as Restaurants.** Respondents noted that they believe the two uses are different and such an approach could result in incompatibility, such as cafes not being allowed in Local Commercial (C-L) business. *NOTE: Residents who expressed this sentiment were not entirely against expanding permitted land use districts, only with a non-individualized approach.*
    a. Of these, **5** respondents noted that soup kitchens **should not be allowed soup kitchens to serve alcohol,** which in their opinion the combined definition of seemed to imply.

3. **16** respondents expressed their belief that **no changes were necessary,** and that current soup kitchen land use permissions were sufficient.
4. **12** respondents expressed their belief that soup kitchens **should not be built in residential areas** of the city. These respondents mainly took issue with the centres being a permitted use in the Neighborhood Commercial (C-N) District.
5. **8** respondents promoted the belief that soup kitchens **should be located on specific sites,** rather than allowing them in specific zones

Other, less common, themes included:

6. A concern that these changes would result in soup kitchens being built in the north only.

Group Homes

Question 9: To what extent do you agree with the following?: The recommended changes for Group Homes (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.

Total Number of Responses =
216

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 10: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.
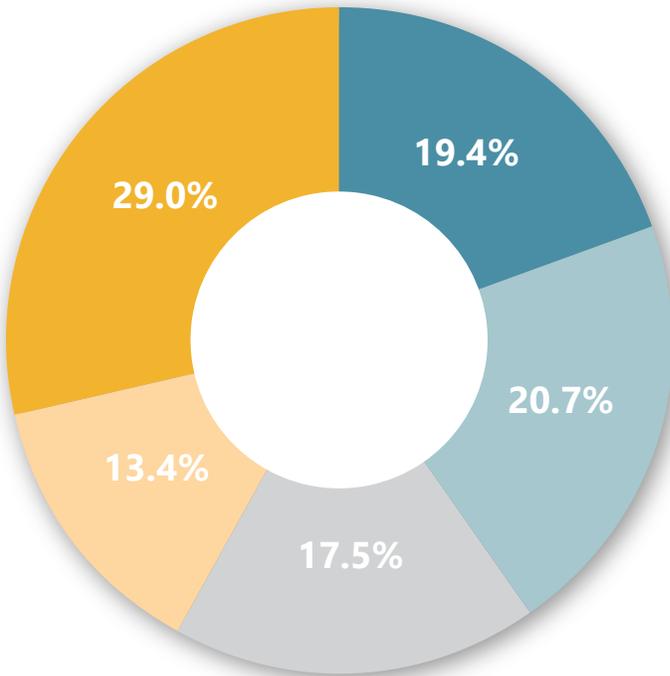
Common Sentiments:

70 people provided comments for this question

1. **14** respondents expressed strong support for the changes, noting that the changes would **help ensure everyone has a home** in the City.
   a. Of these, **6** respondents noted that group homes should continue to **be allowed in higher density residential districts**, at the very least as a discretionary use.
2. **12** respondents noted that they believed that group homes should **remain a discretionary use in residential districts**. This was primarily due to concerns about the ability to properly regulate these uses.
3. **8** respondents expressed their belief that group homes should **not be built in residential areas** of the city, regardless of whether they were permitted or discretionary. These respondents mainly took issue with the centres being permitted in lower density residential districts.
4. **8** respondents expressed concerns regarding the definition for group homes, noting that they believed it **covered too diverse of a range of uses** to be effective.

5. **7** respondents expressed their belief that group homes should **not be allowed in the city**, regardless of their zone or location.
6. **6** respondents expressed concerns that the changes would result in group homes **only being built in North Lethbridge**.
7. **5** respondents promoted the belief that group homes should **be located on specific sites**, rather than allowing them in specific zones.

Other, less common, themes included:

8. A belief that group homes should be located in the downtown only.
9. A few respondents believed that the 150m development buffer applied to group homes, and that it should be extended.

Shelters

Question 11: To what extent do you agree with the following?: The recommended changes for Shelters (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.

Total Number of Responses = **214**

19.1%

19.1%

39.5%

12.6%

9.8%

Question Options:

- Strongly Agree
- Agree
- Neither Agree or Disagree
- Disagree
- Strongly Disagree

Question 12: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.
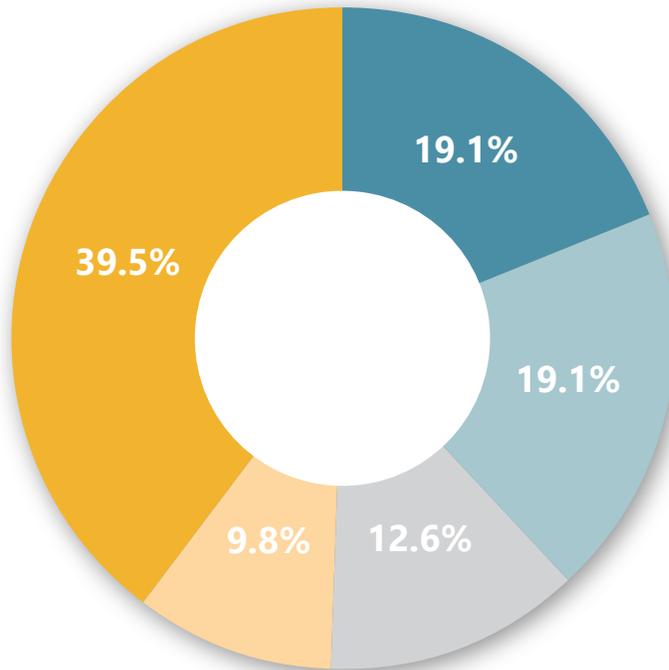
Common Sentiments:

89 people provided comments for this question

1. **17** respondents expressed support for the changes, noting that the changes would **help protect the most vulnerable** in the City.
   b. Of these, **8** respondents noted that **permitted districts should be further expanded**, so as to ensure sufficient support can occur wherever it is needed in the City.
2. **13** respondents expressed their concerns that **the new land use districts in which shelters were now permitted was problematic.**
   a. Of these, **10** respondents took issue with shelters being allowed in the Business Industrial (I-B) District, while **4** took issue with their allowance in Future Urban Development (FUD) Districts, both out of concern for users of the facility and workers in those districts.
3. **11** respondents noted that they believed the **150m buffer was too small.** This was primarily due to concerns about the perceived negative impacts on schools and residential areas, and by extension children.
4. **11** respondents expressed their belief that shelters **should not be built near residential areas** of the city.

5. **11** respondents promoted the belief that shelters **should only be located on specific sites,** rather than allowing them in specific zones.
6. **10** respondents expressed concerns that the changes would result in shelters **only being built in North Lethbridge.**
7. **5** respondents expressed their belief that shelters **should only be located in the downtown core.**

Other, less common, themes included:

8. A belief that shelters should be located in the downtown only.
9. A belief that issues related to shelters could not be solved through changes in the Land Use Bylaw, and that instead the City should look at other avenues through which to provide solutions.
10. A belief that shelters should not be allowed in the city, regardless of their zone or location.

Supportive Housing

Question 13: To what extent do you agree with the following?: The recommended changes for Supportive Housing (definition, permitted/discretionary uses) are effective in addressing the challenges associated with this use.
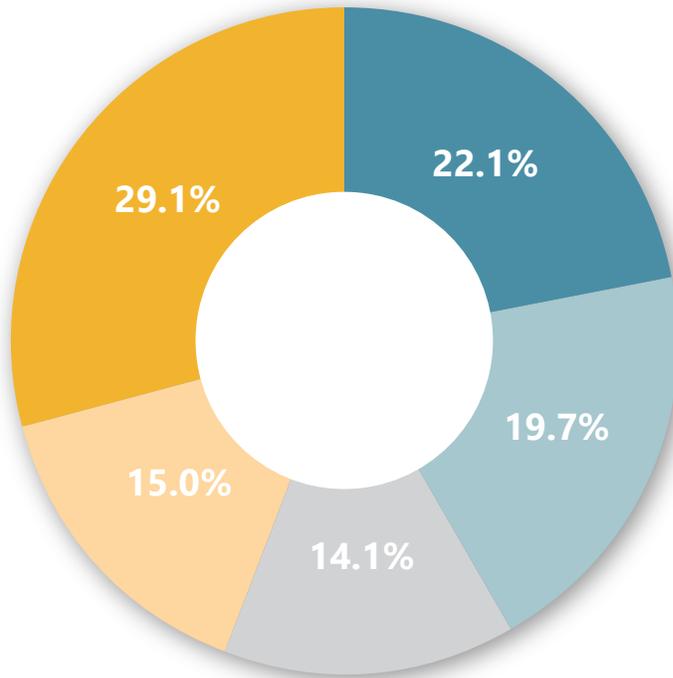
Total Number of Responses =
212

22.1%
29.1%
19.7%
15.0%
14.1%

Question Options:

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Strongly Disagree

Question 14: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider to address the challenges associated with this use.

Due to an error in the survey production software, online respondents, who provided the majority of the responses, were unable to provide responses to this question. Due to this, a detailed analysis of respondent sentiments was unable to be conducted. However, the responses to question 13 suggest that respondents were more positive to the changes for supportive housing relative to other social uses. Additionally, a review of physicial survey conducted indicated that respondent concerns regarding supportive housing were relatively similar to concerns regarding group housing, though to a lesser degree.

Minimum Buffer Distance

Question 15: To what extent do you agree with the following?: The recommended standards for minimum buffer distances for social uses are effective in addressing the challenges associated with social uses.

Total Number of Responses =
214

18.1%

17.2%

8.4%

56.3%

Question Options:

Strongly Agree

Agree

Neither Agree or Disagree

Disagree

Question 16: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider.

Common Sentiments:

95 people provided comments for this question

1. **49** respondents expressed their belief the buffer at **150m was too small.**
    a. Of these, **12** provided recommendations their ideal distance.
        i.   **3** believed it should be **increased to 200m-300m.**
        ii. **3** believed it should be **increased to 500m-750m.**
        iii. **3** believed it should be **increased to 1000m-1500m.**
        iv. **3** believed it should be **at least 5000m.**
2. **10** respondents felt that **residential areas should be included in the buffer.**
3. **7** respondents noted that they believed that **more social uses should have to abide by the buffer.**
4. **6** respondents expressed concerns over the effectiveness of the buffer, noting that they believed **a buffer is the wrong approach to limiting social use development.**
5. **6** respondents expressed their belief that **supervised consumption sites should not be allowed in the city,** regardless of the size of the buffer.

Other, less common, themes included:

6. A belief that, at 150m, the buffer was too large and restrictive.
7. A belief that parks should not be included as a use that requires a development buffer around them. Respondents with this opinion noted that parks are a public use, and it didn't make sense and wasn't fair to indirectly restrict access to them.

Other Requirements

Question 17: To what extent do you agree with the following?: The recommended 'other requirements' for social uses are effective in addressing the challenges associated with social uses.
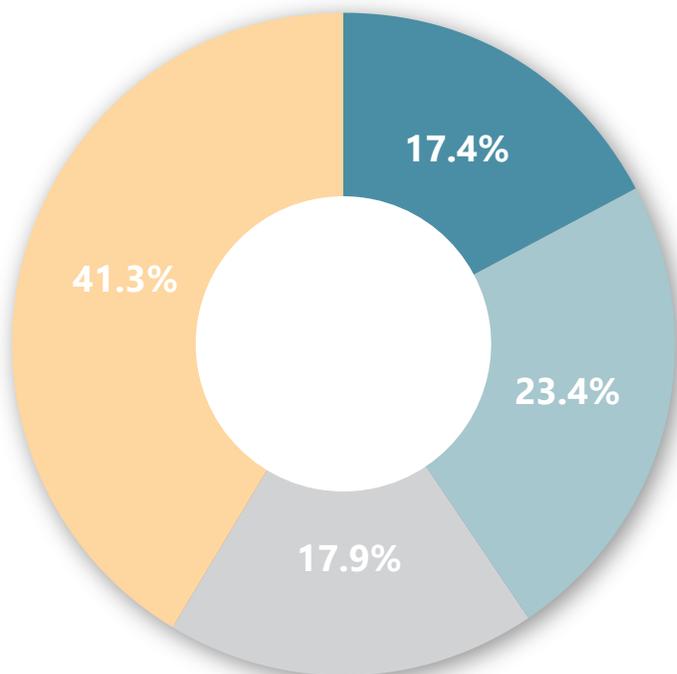
Total Number of Responses = **200**

17.4%
23.4%
17.9%
41.3%

Question Options:

- Strongly Agree
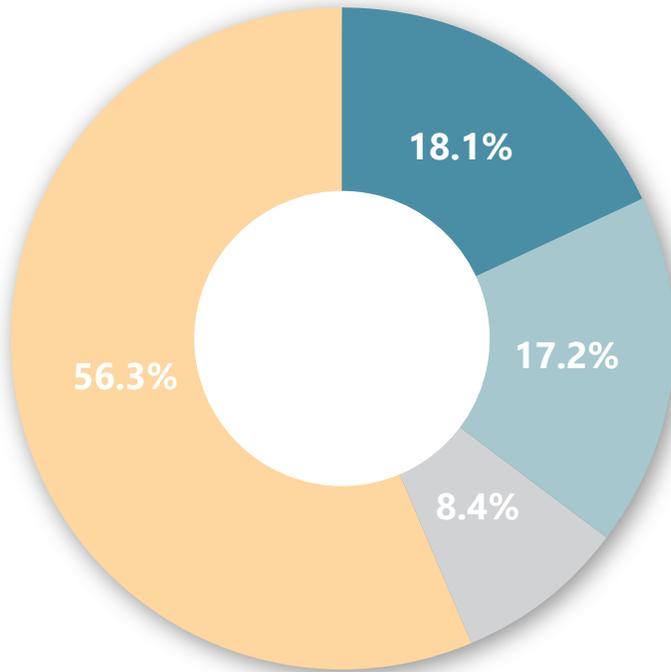- Agree
- Neither Agree or Disagree
- Disagree

Question 18: If the proposed recommendations do not meet your expectations, please let us know potential alternative approaches the City should consider.

Common Sentiments:

71 people provided comments for this question

1. **12** respondents expressed their belief that **social uses do not work, and will never work.** They advocated that the best solution was to do nothing, and provide no support in the city. *NOTE: these respondents seemed to be responding to the survey in general, rather than the 'Other Recommendations' provided to them.*

2. **11** respondents expressed that although they didn't disagree with the 'Other Recommendations' provided, they felt as though the recommendations were not enough on their own, and that **other solutions would have to be provided outside of the LUB** to ensure the success of social use provisioning.

3. **6** respondents felt that the 'Other Recommendations' were **too vague or difficult to understand for non-professionals,** and that more information should be provided when they are finalised, to make them comprehensible to the average resident.

4. **4** respondents expressed concerns that **CPTED would result in hostile or anti-homeless architecture,** decreasing the quality of life for the users of social use developments. NOTE: These respondents noted that they supported CPTED so long as it didn't generate the aforementioned outcome.
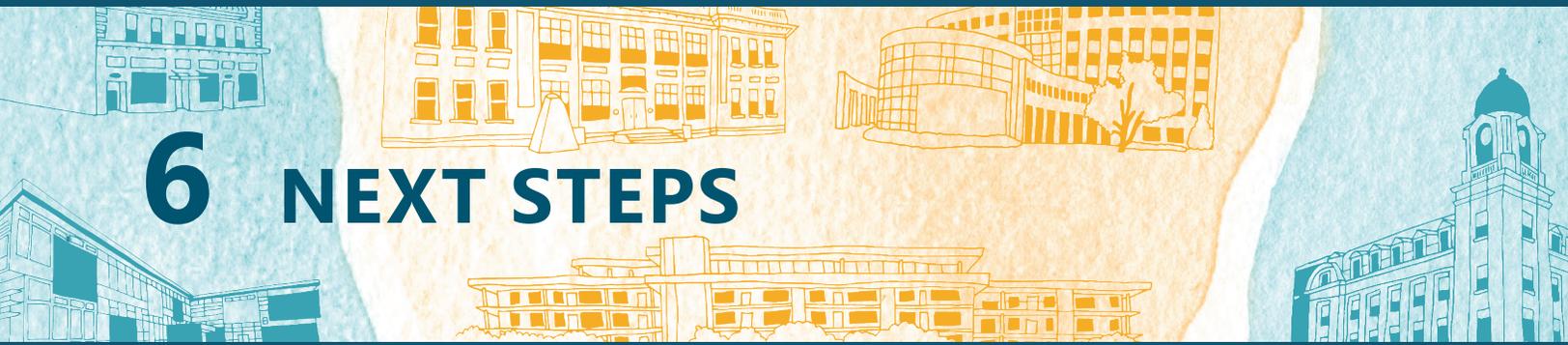
6 NEXT STEPS

Now that Phase One of engagement has completed for the project, the City of Lethbridge project team is using the responses gathered from the Phase to help influence and determine future proposed revisions to the Land Use Bylaw, as well as inform their methods and direction of future engagement occurring in the upcoming phases of the project. Following and in conjunction with internal work done by the project team, a number of key steps will occur over the following months.

1

Presentation to Assets & Infrastructure Standing Policy Committee

The Assets and Infrastructure Standing Policy Committee serves as an advisory committee for city council, providing recommendations on the planning and development of public infrastructure, land use, transit, parks and environmental matters. On December 7, 2023 the project team will be presenting to the Committee in order to provide an update on the project process, engagement efforts and next steps. The primary purpose of the meeting is to inform the committee while providing them an opportunity to offer feedback and direction, should they wish.

2

Preparation for Delivery to Council and Public Hearing

Over the next few months the project team will be preparing their recommended revisions to Land Use Bylaw 6300, including directions generated as a result of public engagement responses and best practice research. These revisions are scheduled to be provided to the Lethbridge City Council for review in the first quarter of 2024. This review will be conducted through a public hearing process in which the public has an opportunity to provide input on the changes presented to Council. Note that although the public may provide their feedback to Council, the final decision is Council's alone.

3

Future Phases and Opportunities for Engagement

Engagement will continue into the following phases of the project, and there will be many more opportunities for stakeholders, residents, and organizations and advocacy groups to provide their input and feedback. The next phase of engagement, beginning in 2024, will diversify the scope of topics participants are asked to provide feedback on, and will include discussions on broader Land Use Bylaw matters such as residential, commercial, and industrial uses, as well as more specific topics such as parking requirements. More information about the next phase of engagement and its associated engagement opportunities will be made available over the following months.

APPENDIX 1: *LUB SOCIAL USE REVISION RECOMMENDATIONS*

The following appendix provides a list of the recommended revisions provided by the project team to engagement participants during the Open House on November 15, and the Social Use Recommendations Survey that ran from November 15 to 24. The survey responses provided in Section 5.5 relate to this information. The revisions were also made avaliable on the project *Get Involved* webpage.

Social Use Recommendations

Key Guiding Principles

- The difficulty of gaining zoning and/or development approval for social uses is negatively impacting outcomes in the community, such as homelessness.
- The proposed changes would establish a more streamlined zoning/development approval process for most social uses, while restricting Supervised Consumption Sites.
- The changes would allow opportunities for locating some social uses elsewhere in the city rather than only in central areas.
- Through the Land Use Bylaw there is a focus on regulating the land use, not the user.

Standards

- Any exterior wall of the below selected uses must be located a minimum of 150 metres from:

    i.   The boundary of the Parcel of land on which a School is located, and

    ii. The boundary of any Parcel of land that is designated as School Reserve or Municipal and School Reserve, and

    iii. The boundary of any Parcel of land that is designated as P-R (Park and Recreation).

150m buffer applies to:	150m buffer does not apply to:
Supervised Consumption Sites Shelter	Community Hub Food bank Group homes Soup Kitchen Supportive Housing

Notes

- Requiring minimum separation distance between two or more different social uses is not being proposed.
- This approach would allow clustering of two or more social uses that are mutually supportive, which was often raised as a desirable outcome during public engagement.

Other Requirements

- Crime Prevention Through Environmental Design (CPTED) is a multi-disciplinary approach of crime prevention that uses urban and architectural design and the management of built and natural environments. CPTED strategies aim to reduce victimization, deter offender decisions that precede criminal acts, and build a sense of community among inhabitants so they can gain territorial control of areas, reduce crime, and minimize fear of crime. CPTED is pronounced 'sep-ted' and is also known around the world as Designing out Crime, defensible space, and other similar terms.
- For Supervised Consumption Sites and Shelters, Crime Prevention Through Environmental Design (CPTED) requirements around the building and site design would be included in the Land Use Bylaw.
- Community Social Development (CSD) department will work with service providers through their grant administration process to promote good operational practices and open communications with neighbours. This would only apply to uses that receive grant program funding through the City of Lethbridge.

Social Use Buffer Map

CITY OF Lethbridge

Prohibited Lands for Shelter or SCS as Proposed

0   0.5   1   2 Kilometres

Date map exported: 11/14/2023

Prohibited Lands and Buffers

■ School parcel	■ 150m buffer from School parcel
■ Reserve parcel (MR, SR, MSR)	■ 150m from Reserve parcel
■ P-R zoned land	■ 150m buffer from P-R land
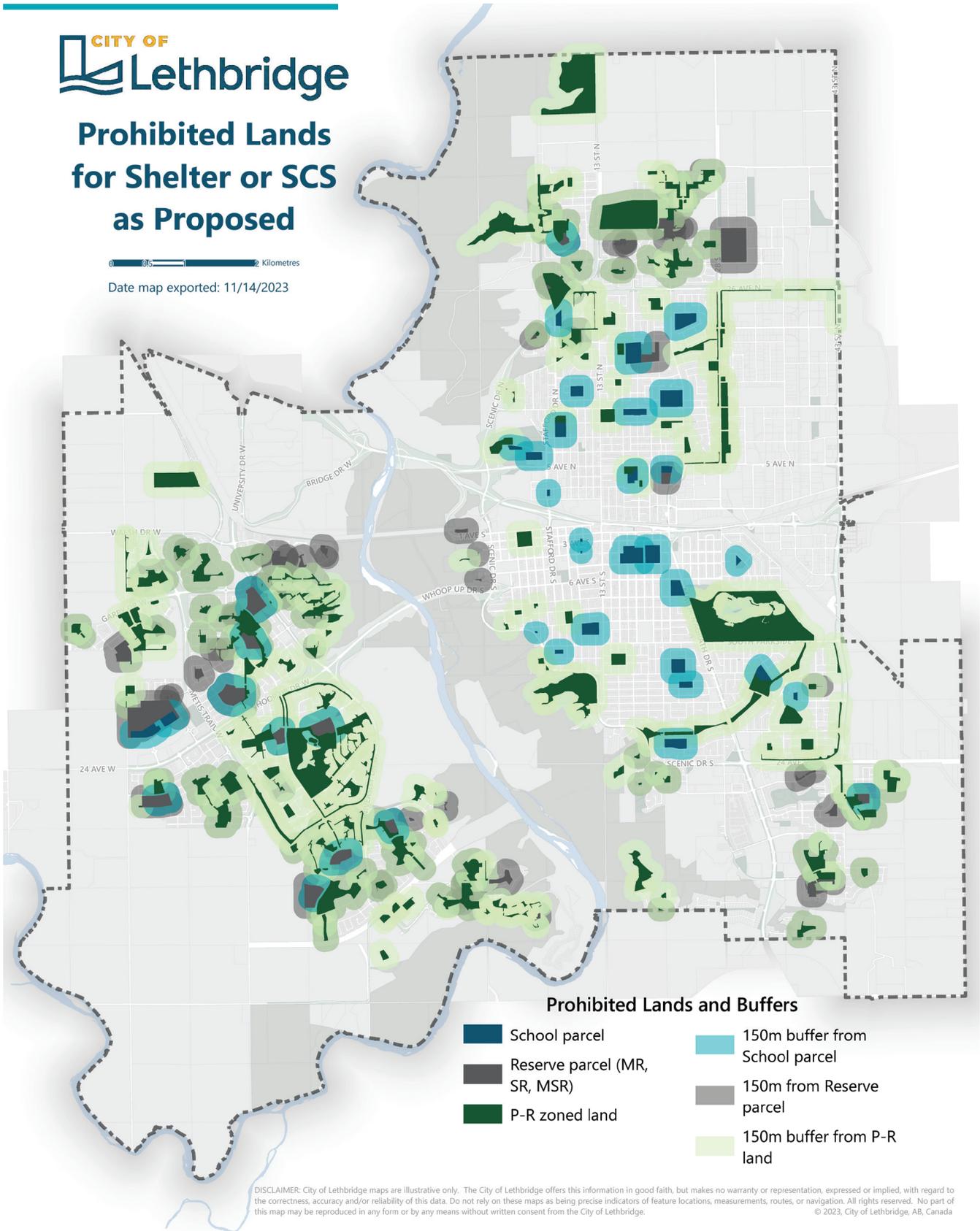
Supervised Consumption Sites

How is the Definition Changing?

Current Definition	New Definition
Supervised Consumption Sites are currently not recognized as a use type in the LUB.	"**Supervised Consumption Site** means Development that provides supervised consumption services for illicit or legal substances in accordance with Federal and Provincial licensing requirements."

Proposed Land Use District Changes

Land Use Districts	Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Medical and Health Facilities (Inpatient and Outpatient)	🟠	🟠	🟠	✗	✗	🟠	✗	✗	✗	🔵
Supervised Consumption Sites(Proposed)	✗	✗	✗	✗	✗	✗	✗	✗	✗	🟠

🟠 DISCRETIONARY USE 🔵 PERMITTED USE ✗ Not Allowed

Notes

- The community was clear that there is a strong desire to restrict Supervised Consumption Sites. These are currently considered part of 'Medical and Health Facilities (Inpatient and Outpatient)'. It is instead proposed to create a Supervised Consumption Site use, which would only be allowed as discretionary in the P-B district.

- Locating 'Supervised Consumption Site' in any district except P-B would require rezoning the property to a Direct Control district.

- 150m buffer distance from schools and parks would apply (Refer to the 'Standards' panel).

Drop-In Centres & Resource Centres

How is the Definition Changing?

Current Definitions		New Definition
Drop-In Centres means Development that provides daytime shelter to people whose wellbeing is at risk. This Use does not include overnight accommodation.	**Resource Centres** means Development that provides various social services aimed at addressing the special needs of people whose well-being is at risk. This Use does not include overnight accommodation.	"**Community Hubs** means Development that provides daytime community space, activities and services for the public. This Use does not include overnight accommodation. Accessory uses may include retail, restaurants, fitness and recreational facilities."

Proposed Land Use District Changes

Land Use Districts	Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Drop-In Centres (Existing)	🟠	🟠	✕	✕	✕	✕	🟠	✕	✕	🟠
Resource Centres (Existing)	🟠	🟠	✕	✕	✕	✕	🟠	✕	✕	🟠
Community Hubs (Proposed)	🔵	🔵	🔵	✕	🔵	🔵	🔵	✕	✕	🔵

🟠 DISCRETIONARY USE　　🔵 PERMITTED USE　　✕ Not Allowe

Notes

- Existing use definitions of 'Resource Centre' and Drop-In Centre' serve the same purpose.
- The new 'Community Hub' use definition would allow various daytime activities as well as allow additional complimentary accessory uses such as retail, restaurants, fitness and recreational facilities.

Food Banks

How is the Definition Changing?

Current Definitions		New Definition
Food Banks means Development that provides for the charitable distribution of groceries and supplies to people in need.	**Retail Store** means Development for the retail sale or rental of merchandise, including hardware, from within an enclosed Building, and includes supplementary postal services, film processing, repair of merchandise sold or rented by the store, and food consumption areas with a maximum capacity of ten Persons. This term includes drycleaners, tailors, liquor sales and photographic studios. Garden Centre, Vehicle Sales, Rental, and Equipment Sales, Rental, Service are separate Uses.	"**Store** means Development for the retail sale, charitable distribution, or rental of merchandise, including hardware, from within an enclosed Building, and includes supplementary postal services, film processing, repair of merchandise sold or rented by the store, and food consumption areas with a maximum capacity of ten Persons. This term includes drycleaners, tailors, food banks, liquor sales and photographic studios. Garden Centre, Vehicle Sales, Rental, and Equipment Sales, Rental, Service are separate Uses."

Proposed Land Use District Changes

Land Use Districts	Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Food Bank (Existing)	⬤ Discretionary	⬤ Discretionary	⬤ Discretionary	✕	✕	⬤ Discretionary	⬤ Discretionary	✕	✕	⬤ Discretionary
Retail Store (Existing)	⬤ Permitted	⬤ Permitted	⬤ Permitted	✕	⬤ Permitted	⬤ Permitted	✕	✕	✕	✕
Stores (Proposed)	⬤ Permitted	⬤ Permitted	⬤ Permitted	✕	⬤ Permitted	⬤ Permitted	✕	✕	✕	✕

⬤ **DISCRETIONARY USE**   ⬤ **PERMITTED USE**   ✕ **Not Allowed**

Notes

- Food Banks would be treated the same as a grocery (retail) store. Its operation is similar to a grocery store except the user, which we don't regulate.
- Other municipalities that were examined did not have a 'food bank' use definition.

Soup Kitchens

How is the Definition Changing?

Current Definitions		New Definition
Soup Kitchen means Development that provides for the charitable provision of meals, consumed on-site, to people in need.	**Restaurant** means Development where food and beverages are prepared and served and includes supplementary alcoholic beverage service and supplementary on or off-premises catering services and may include supplementary drive-through service. This term refers to Uses such as Restaurants, cafés, lunch and tea rooms, ice cream parlours, banquet facilities, take-out Restaurants and eating areas for more than ten Persons within Retail Stores. Entertainment Establishment and Business Support Service are separate Uses.	"**Food Service** means Development where food and beverages are prepared and served and includes supplementary alcoholic beverage service and supplementary on or off-premises catering services and may include supplementary drive-through service. This term refers to Uses such as Restaurants, cafés, lunch and tea rooms, ice cream parlours, banquet facilities, take-out Restaurants, soup kitchens and eating areas for more than ten Persons within Retail Stores. Entertainment Establishment and Business Support Service are separate Uses."

Proposed Land Use District Changes

Land Use Districts	Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Soup Kitchen (Existing)	Discretionary	Discretionary	Discretionary	Not Allowed	Not Allowed	Not Allowed	Discretionary	Not Allowed	Not Allowed	Discretionary
Restaurant (Existing)	Permitted	Permitted	Permitted	Not Allowed	Permitted	Permitted	Discretionary	Not Allowed	Not Allowed	Not Allowed
Food Service (Proposed)	Permitted	Permitted	Permitted	Not Allowed	Permitted	Permitted	Discretionary	Not Allowed	Not Allowed	Not Allowed

Legend: ● DISCRETIONARY USE   ● PERMITTED USE   ✕ Not Allowed

Notes

- Soup Kitchens would be treated the same as a restaurant. Its operation is similar to a restaurant except the user, which we don't regulate.
- Other municipalities that were examined did not have a 'soup kitchen' use definition.

Group Homes

How is the Definition Changing?

Current Definition:	Sample New Definition:
Group Homes means Development using a Dwelling for a residential social care facility providing rehabilitative and/or supportive care for four (4) to ten (10) persons who, by reason of their emotional, mental, social or physical condition, require a supervised group living arrangement. This Use may incorporate accommodation for resident staff as an Accessory Use.	"**Group Homes** means Development using a Building for a residential social care facility providing rehabilitative and/or supportive care for four (4) to ten (10) persons. This Use may incorporate accommodation for resident staff as an Accessory Use."

Proposed Land Use District Changes

Existing Land Use Districts

Public Building P-B	Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Discretionary	Not Allowed	Not Allowed	Not Allowed	Discretionary	Discretionary		Discretionary	Discretionary	Not Allowed	Discretionary

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF	Future Urban Development FUD
Discretionary	Discretionary	Discretionary	Discretionary	Discretionary	Discretionary	Discretionary	Discretionary	Permitted	Discretionary

Legend: ● DISCRETIONARY USE   ● PERMITTED USE   ✕ Not Allowed

Proposed Land Use Districts

Public Building P-B	Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Discretionary	Not Allowed	Not Allowed	Not Allowed	Permitted	Permitted	Permitted	Permitted	Permitted	Permitted	Permitted

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF	Future Urban Development FUD
Permitted	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Permitted	Discretionary

Legend: ● DISCRETIONARY USE   ● PERMITTED USE   ✕ Not Allowed

Notes

• Through public engagement, we heard that this use blends well with residential neighbourhoods.

• Group homes would be treated the similar to single detached dwelling.

Shelters

How is the Definition Changing?

Current Definition:	Sample New Definition:
Shelters means Development providing emergency overnight accommodation that may include kitchen and dining facilities, showers and bathrooms, relaxation areas and laundry facilities. Accommodation for resident staff may be incorporated as an Accessory Use.	No Change

Proposed Land Use District Changes

Existing Land Use Districts

Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
DISCRETIONARY	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	DISCRETIONARY

Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF	Future Urban Development FUD
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed

DISCRETIONARY USE   PERMITTED USE   ✕ Not Allowed

Proposed Land Use Districts

Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
DISCRETIONARY	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	PERMITTED	Not Allowed	Not Allowed	PERMITTED

Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF	Future Urban Development FUD
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	DISCRETIONARY

DISCRETIONARY USE   PERMITTED USE   ✕ Not Allowed

Notes

- Shelters for temporary accommodation are best suited centrally or in public buildings.
- 150m buffer distance from schools and parks would apply (Refer to the 'Standards' panel).
- Once the immediate needs are addressed through the temporary accommodation in shelters, people could be moved into other (more permanent) types of housing.

Supportive Housing

How is the Definition Changing?

Current Definition:	Sample New Definition:
Supportive Housing means Development providing accommodation for 8 to 25 residents and associated support programs meant to foster self-sufficiency. This Use may include common kitchen and dining facilities, showers and bathrooms, training rooms, relaxation areas and laundry facilities as well as offices and accommodation for staff. Major Child Care and Minor Child Care may be incorporated as an Accessory Use.	**Supportive Housing** means Development providing accommodation for residents and associated support programs and/or medical services, in dedicated spaces, meant to foster residents' self-sufficiency. This Use may include common kitchen and dining facilities, showers and bathrooms, training rooms, relaxation areas and laundry facilities as well as offices, medical facilities, and accommodation for staff. Major Child Care and Minor Child Care may be incorporated as an Accessory Use.

Proposed Land Use District Changes

Existing Land Use Districts

Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Discretionary	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Discretionary

Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Discretionary	Not Allowed	Not Allowed

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed

● DISCRETIONARY USE   ● PERMITTED USE   ✕ Not Allowed

Proposed Land Use Districts

Downtown Commercial C-D	General Commercial C-G	Highway Commercial C-H	Local Commercial C-L	Neighbourhood Commercial C-N	Mall Commercial C-S	Business Industrial I-B	General Industrial I-G	Heavy Industrial I-H	Public Building P-B
Permitted	Discretionary	Permitted	Not Allowed	Discretionary	Permitted	Not Allowed	Not Allowed	Not Allowed	Permitted

Park and Recreation P-R	Specialist Office P-SO	Transportation P-T	Comprehensively Planned low Density Resi. R-CL	Comprehensively Planned Medium Density Resi. R-CM	Comprehensively Planned Medium Density Resi. R-CM-20	Low Density Residential R-L	Mixed Density Residential R-M	Manufactured Home/Tiny Home District R-MH	Restricted Low Density Resi. R-RL
Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Not Allowed	Permitted	Permitted	Not Allowed

Small Parcel Low Density Resi. R-SL	Medium Density Residential R-37	Medium Density Residential R-50	Medium Density Residential R-60	Medium Density Residential R-75	High Density Residential R-100	High Density Residential R-150	High Density Residential R-200	Low Density Flexible Resi. R-LF
Not Allowed	Permitted	Permitted	Permitted	Permitted	Permitted	Permitted	Permitted	Permitted

● DISCRETIONARY USE   ● PERMITTED USE   ✕ Not Allowed

Supportive Housing *(Continued)*

Notes

- Supportive Housing covers a wide range of housing types with social supports, e.g. nursing home, or housing for people with different health issues.

- The current approach limits opportunities for Supportive Housing. It is discretionary only in C-D, P-B, R-M zones.

- To expand opportunities, 'Supportive Housing' would be treated more like a residential use (like apartments). This approach is similar to our proposed approach for Group Homes.

- By limiting the density of individual supportive housing developments in line with each zone (as with apartments), this will ensure the development and any off-site impacts are scaled appropriately.

CITY OF
Lethbridge