SOCIALLY INCLUSIVE DESIGN

HOUSING DESIGNED FOR EVERYONE
A discussion paper by the Socially Inclusive Design Working Group, a member of the Housing Action Lab
ACKNOWLEDGMENTS

We would like to thank the members of Evergreen Housing Action Lab’s Socially Inclusive Design Working Group who generously provided their knowledge and perspectives on this subject.

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Designed by Jiali Ou
For better or worse, the people who design the touchpoints of society determine who can participate and who’s left out. Often unwittingly.” And, “If design is the source of mismatches and exclusion, can it also be the remedy?” Yes, but it takes work.

## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>01. Executive Summary</td>
<td>5</td>
</tr>
<tr>
<td>02. Socially Inclusive Design - Housing Designed for Everyone</td>
<td>7</td>
</tr>
<tr>
<td>03. What is Socially Inclusive Housing Design?</td>
<td>9</td>
</tr>
<tr>
<td>3.1 How Do We Label Disabilities?</td>
<td>10</td>
</tr>
<tr>
<td>04. What Does Socially Inclusive Housing Look Like?</td>
<td>11</td>
</tr>
<tr>
<td>05. The Opportunity</td>
<td>13</td>
</tr>
<tr>
<td>06. Social Inclusion</td>
<td>15</td>
</tr>
<tr>
<td>6.1 Inclusive Supportive Housing</td>
<td>17</td>
</tr>
<tr>
<td>6.2 Seniors Inclusionary Design</td>
<td>20</td>
</tr>
<tr>
<td>6.3 Inclusive Communities</td>
<td>22</td>
</tr>
<tr>
<td>07. Access to Affordable Housing</td>
<td>25</td>
</tr>
<tr>
<td>7.1 Kehilla Proposal for a Mixed Provider Allocation of Affordable Housing Units</td>
<td>26</td>
</tr>
<tr>
<td>08. Good Investment</td>
<td>27</td>
</tr>
<tr>
<td>09. Building Up and Building in Socially Inclusive Design</td>
<td>28</td>
</tr>
<tr>
<td>9.1 Technological Advancements</td>
<td>29</td>
</tr>
<tr>
<td>10. Partnership Models</td>
<td>30</td>
</tr>
<tr>
<td>10.1 Types of Partnerships</td>
<td>31</td>
</tr>
<tr>
<td>10.2 Case Study Conclusions</td>
<td>33</td>
</tr>
<tr>
<td>11. A New Direction for Action</td>
<td>34</td>
</tr>
<tr>
<td>11.1 Further Research – What Do We Need to Learn Next to Recognize the Best Practice in Canada?</td>
<td>35</td>
</tr>
<tr>
<td>11.2 Critical Next Steps</td>
<td>36</td>
</tr>
<tr>
<td><strong>Appendices</strong></td>
<td></td>
</tr>
<tr>
<td>Appendix A. Possible Financing Options</td>
<td>38</td>
</tr>
<tr>
<td>Appendix B. Socially Inclusive Design Working Group Members</td>
<td>40</td>
</tr>
</tbody>
</table>
01.
EXECUTIVE SUMMARY

This paper has been written to help guide housing developers, policy and decision makers on what socially inclusive housing needs to include to address not only accessibility but the specific needs of people with cognitive, developmental or intellectual disabilities.

There are ten (10) sections including 02 Socially Inclusive Design, 03 What is Socially Inclusive Housing Design, 04 What Does Socially Inclusive Housing Look Like?, 05 The Opportunity, 06 Social Inclusion, 07 Access to Affordable Housing, 08 Good Investment, 09 Building Up and Building in Socially Inclusive Design, 10 Partnership Models, and 11 A New Direction for Action. The Appendix includes further resources for possible financing options and other website and reading resources.
In section 02 Socially Inclusive Design, the focus is about creating housing that is designed for everyone. Designing housing for all abilities is something that the supportive housing community has been championing for years but has not gained mainstream traction. This document explores the assumption that it is too expensive for new housing development to be inclusive of people with differing abilities. New high-rise housing can be designed to go beyond community inclusion and inspire community engagement and connection.

Section 03 discusses how the Socially Inclusive Design Working Group defines socially inclusive housing, including the design elements that create barrier-free, inclusive, and supportive housing. The subsection How Do We Label Disabilities? reviews the diversity of abilities and disabilities people have.

Section 04 What Does Socially Inclusive Housing Look Like? the focus is on how new residential mid- and high-rise buildings must incorporate a percentage of accessible and affordable units, but they can foster isolation simply by their location, particularly if they have to meet an institutional building code designation. The chapter goes on to include some case studies of existing projects for inspiration and information.

Section 05 The Opportunity reviews planned infrastructure investments and compelling statistics. With these in mind, now is the best opportunity to ensure that all new housing is being built to be inclusive, accessible and adaptable to properly support our communities as they continue to evolve.

Section 06 Social Inclusion has three (3) sub-sections comparing Inclusive Supporting Housing, Seniors Inclusionary Design and Inclusive Communities.

Section 07 Access to Affordable Housing reviews how acute the need for affordable housing has become, especially for people with developmental and intellectual disabilities.

Section 08 Good Investment asserts that there is a significant market opportunity for developers to produce well-designed units that can enhance existing neighbourhoods and meet the needs of people who face a lifetime of changing needs.

Section 10 Partnership Models examines how developers benefit from collaboration due to enhanced political support. A partnership model can expedite development approvals, obtain additional height and density approvals, and provide possible financial incentives. Examples of different types of partnership and case study conclusions are provided.

Finally, section 11 A New Direction for Action reviews Further Research – What Do We Need to Learn Next to Recognize the Best Practice in Canada? and suggests Critical Next Steps.

The appendix includes other resources that will be helpful including possible financing options and other resources and reading materials.
02. SOCIALLY INCLUSIVE DESIGN - HOUSING DESIGNED FOR EVERYONE
Designing housing for all abilities is something that the supportive housing community has been championing for years but has not gained mainstream traction. This document explores the assumption that it is too expensive for new housing development to be inclusive of people with differing abilities. New mid- and high-rise housing can be designed to go beyond community inclusion and inspire community engagement and connection.

Factors such as where you live, how you navigate the spaces you call home and whom you live with have an enormous impact on your life. From newborn to senior, regardless of your socioeconomic status or level of ability, you will one day need special accommodations to comfortably move throughout your home. Equally as important, is the sense of community and social connectedness that you feel within your immediate neighbourhood. As more and more people move into new residential mid- and high-rise buildings, it will be important to consider how social connectedness will develop in these new vertical communities. People need others close by to call on for help or for company to feel less isolated.

Though we first came together to examine this issue through the lens of people with developmental disabilities moving into new housing developments in Toronto, it became increasingly apparent that this is something that affects every one of us. These developing vertical communities would all benefit from widespread adoption of inclusive housing design principles that are affordable, flexible and accommodating to our changing physical health and accessibility needs. It is also important to consider how these spaces can be designed to address our mental health and social well-being. While the focus of this paper is generally on accessibility for all types of disabilities, developmental and cognitive disabilities will remain a primary focus.

Beyond specific populations, there is a growing social need to build housing that can be more flexible to accommodate every one of us as we progress through life’s natural cycles. This is housing that supports a single mother and her newborn, a toddler learning to walk, a teenager with a sports injury, a middle-aged person with a strained back, or a senior with increasing mobility and cognitive issues.
WHAT IS SOCIALLY INCLUSIVE HOUSING DESIGN?

Collectively, the term Socially Inclusive Housing Design became our mantra as it is so much more than physical design. It is about building and maintaining community in the built form that most of the population will reside in – low- and high-rise rental or condominium units.

The term inclusive design has been used in many ways. The Socially Inclusive Design Working Group chooses to define socially inclusive housing as a set of design elements that creates barrier-free, inclusive, and supportive housing. The design elements may manifest through the built form, in unit design and communal space and programming, or a combination of these. In many cases, these design elements have the end goal of alleviating barriers for people with developmental or physical disabilities, those facing social isolation, or living with other challenges. There is limited literature beyond the elements of universal design, which is an area that requires further research and is beyond the scope of this paper. This is intended to address obstacles that prevent physical access to housing, and is the first step forward to social inclusion. Understanding how to design spaces that enable social interactions will require further research.
3.1 How Do We Label Disabilities?

When we think of disability, we typically think of people with mobility disabilities first, as even the International Symbol of Access depicts a person in a wheelchair. However, there are various other types of disabilities that also need to be considered for inclusive design including:

1. Blindness or Low Vision
2. Brain Injuries
3. D/deaf, Deafened, Hard-of-Hearing
4. Learning Disabilities
5. Attention-Deficit/Hyperactivity Disorders
6. Cognitive and Intellectual Disability
7. Medical Disabilities
8. Physical Disabilities
9. Psychiatric Disabilities
10. Speech and Language Disabilities
11. Developmental, Psychosocial, and Autism Spectrum Disorder

It is important to note that 70% of people with disabilities have invisible or non-apparent disabilities¹. This means you cannot assume, just by looking at a person, that they do not require some form of accommodation or wouldn’t benefit from accessible inclusive housing. Equally important is not to assume that a person with a visible disability necessarily requires help. For this reason, it is essential and consistent with our human rights legislation and Convention on the Rights of Persons with Disabilities (CRPD) to build housing that is visitable to all, including people with disabilities, as well as purpose built accessible housing stock so everyone can live as independently as possible. It would be useful to have a publicly available resource to inform people of accessibility accommodations that are available. This further validates the need to engage people of varying abilities and support needs within existing vertical communities. The proposed Accessible Canada Act legislation talks about “nothing about us without us” meaning consulting people with all types of disabilities is the most effective and respectful way to gain user perspectives of what is working or could be improved based on lived experience.

04. WHAT DOES SOCIALLY INCLUSIVE HOUSING LOOK LIKE?
Building accessible, inclusive, communal spaces into housing also allows for formal and informal social gatherings to be included in the housing developments, which could be another method of encouraging social inclusion.

New residential mid- and high-rise buildings must incorporate a percentage of accessible and affordable units, but they can foster isolation simply by their location, particularly if they have to meet an institutional building code designation (i.e., Building Code B3 Care Occupancy designation such as a long-term care facility).

In addition to making buildings accessible for different needs and mixed income for affordability, the design should include communal spaces to encourage social gatherings and informal interactions. This type of inclusive design breaks down barriers and builds a sense of belonging within the building.

Deohaeko Support Network

The Deohaeko Support Network is comprised of 11 Families who first came together in 1989 with a common goal of creating good lives of community and contribution for their children who have an intellectual disability.

• The group developed guiding values and principles that continue to act as a touchstone for considering opportunities and how supports are provided to each person;
• Supported through individualized funds which flow through a transfer payment agency, in addition to each person’s Passport funding;
• 7 of the 11 people supported live in the Rougemount Housing Co-op of 105 units. Each person has separate, individualized, natural and paid supports;
• Key to its success is the position of Family Coordinator, a person who works with each person and family to facilitate natural relationships and opportunities for participation and contribution within the community.

TAKE AWAY

Families come together to support their family members. Together, their shared values guide how supports are provided so that everyone can contribute and participate fully in life.
05. THE OPPORTUNITY
The Canadian Centre for Policy Alternatives projects more housing units will be built in the next decade than have been in a generation. This infrastructure investment will amount to approximately C$750 billion. We should take this opportunity to ensure that all the housing is being built to be inclusive, accessible and adaptable to properly support our communities as they continue to evolve. However, there is little to no literature beyond the elements of universal design to assist us with achieving this goal.

We are at a critical juncture. Canada’s population is rapidly increasing and is projected to reach 42.5 million by 2056. Its existing population is aging. By 2031, nearly one in four Canadians will be over the age of 65. In 2017 the Canadian Survey on Disability which covered Canadians 15 and over revealed that 22% of Canadians reported at least one disability, representing 6.2 million people. The cities in which we live are undergoing a transformation as the population continues to expand and age.

Removing obstacles that prevent access, either physically or economically, to housing is a first step forward to social inclusion. However, further research is required if we are to understand how to design spaces that enable social interactions. Included are case studies that demonstrate elements of socially inclusive housing design.

22% of Canadians reported at least one disability, representing 6.2 million people.

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06. SOCIAL INCLUSION

In conducting an environmental scan, we found that there are very few examples of socially inclusive housing design. As a result, we are showing examples of best practices in institutional settings, that have design elements that are socially inclusive and transferable.

Photo by Tinne Ottosen, Interior architect MDD
Orestand Nursing Home by JJW Architects, 2012

- A seniors’ facility that creates a “village” with eight buildings linked by streets and squares.
- Buildings are mixed-use and include ground floor commercial uses such as hairdressers or small-scale shopping.
- Private apartments feature large windows and private balconies, allowing for ample natural light.
- Hallways are wide and bright, connecting rooms to common areas and communal dining and kitchen spaces.
  - These areas have movable walls to create a flexible layout and floor-to-ceiling windows.
  - Common spaces feature furniture that is grouped together around low pendant lighting with a variety of furniture styles to create a sense of home.
  - Kitchen and dining areas have individual balconies and high ceilings to create a sense of being airy and uncluttered.
  - Open-plan food preparation facilities encourage residents to make their own food or watch food being prepared.
    - Art within common spaces comes from the 1950s and 60s to further the sense of being at home.
    - The furniture is high-quality to give social areas the feeling of being a gallery or cafe.

Faelledgarden Nursing Home, 2012

- Residential-style elderly home that consists of individual apartments with large communal spaces and shared courtyards.

Arkitema Christians Have Care Centre, 2010

- Focused on creating a connection between residents and natural environments by having private rooms and communal gathering spaces that overlook greenery outside.
- Communal areas are open-plan spaces with kitchen, dining, and sitting areas.

TAKE AWAY

1. Remove the feeling of an “elderly only zone” by mixing age groups and having a diverse range of activities.
2. Facilitate interactions with the natural environment.
3. Replace sterile environments with a sense of home by means of furniture.
4. Include flexible spaces that support inclusion and are able to expand / contract.
6.1 Inclusive Supportive Housing Examples

There is an urgent need for housing that is designed to support specific populations, specifically seniors, and people with mental health issues, cognitive, intellectual and physical disabilities. A recent auditor’s report stated that Ontario has less than half the supportive housing that it needs, and in Toronto, there are more than 13,000 people waiting for one of 5,000 supportive housing units.¹ Some populations will always require housing with support—a need currently not being met at the scale required. Many leading organizations providing supportive services to this population insist that there will be a need for 3,000 new units annually or 30,000 units over the next 10 years.

There are some excellent examples of supportive housing that can be modeled.


Photography by Lisa Waldner, provided by Kristen Andrews (President, Prairie Housing Cooperative)
Prairie Housing Co-op, Winnipeg5
- Creates an environment that allows individuals with physical or intellectual disabilities to live independently in a supportive environment.
- The program consists of three independent suites, 16 suburban family homes, and a converted warehouse with 28 units.
- There are paid support workers.
- Locations were chosen close to family members, community services, employment opportunities, and amenities.
- No more than two people with disabilities live in each home.

LIGHTS, Toronto6
- LIGHTS was created in partnership with community leaders and Community Living Toronto.
- LIGHTS assists individuals and their family to plan an alternative living arrangement outside the family home.
- The goal of LIGHTS is to ensure members have access to long-term housing that is appropriate for individual needs and enables them to experience greater inclusion in their community, independence, respect and security.

**TAKE AWAY**
Members live in a variety of different home structures with paid support workers and/or another roommate with a disability.

**TAKE AWAY**
Planning alternative living situations ensures long-term suitable housing for members.

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5 http://www.lifelease.ca/projects/Prairie/PRAIRIE.html
Concern Housing, Suffolk County, New York State
Non-profit agency that provides housing and support services to individuals and families through an array of programs.

Mixed Use Supportive Housing
- Includes studio, one, and two bedroom apartments.
- Persons with disabilities live in studio apartments, and low income individuals and families live in the one and two bedroom apartments.
- Amenities within the building include: a fitness centre, computer/ library rooms, laundry, outdoor recreation areas, and 24/7 security.

Single Site Supportive Housing
- Residents each have a studio apartment equipped with a kitchenette, bathroom, and living area.
- Staff work with residents to develop independent living skills through restoration services including: medication & symptom management, budgeting, daily living skills training, etc.
- Residents participate in the Resident Advisory Council.

TAKE AWAY
This is housing that integrates those with disabilities and low-income families in a supportive housing model, or residents live in individual units with supportive staff for developing living skills.

1 Kehilla Residential Programme (December 2016), Affordable Housing Discussion Informational Package
6.2 Seniors Inclusionary Design

Since seniors are susceptible to suffering from social isolation, inclusive design can create common living environments that foster social interactions and connection for residents, allowing them to age with dignity. As the baby boomer demographic ages, the senior population will rise, requiring that adequate housing be provided to meet their needs. Inclusionary design offers a housing option for seniors other than the traditional seniors home. This option is also available for individuals who can live independently but require some level of support. This support can be provided by support staff from agencies or through residents collaborating together.
West Don Lands Toronto
- Toronto Community Housing Corporation (TCHC) opened an 8-storey building focused on affordable units for seniors in 2015.
- Tenants living in 13 of 128 one-bedroom apartments are supported by Community Living Toronto.
- The 13 tenants receive varied support levels through Adult Protective Services, Supported Independent Living and Group Living.

WoodGreen Supportive Housing Cluster, Toronto
- 9 units within a WoodGreen seniors building.
- Supportive Housing is for people 55 years and older, and have mental health issues or are at risk of being homeless.
- Tenants of the cluster share a living and dining room, as well as a kitchen, but have self-contained rooms with a bedroom, kitchenette, and bathroom.
- Tenants pay monthly service fees from their disability support payments to cover rent, groceries, recreation and other support services.

The Denmark Model for the Aging Population
The Denmark model moves away from housing elderly people in "modernist" style infrastructures, designed in industrial and institutional ways, characterized by sterile and unpleasant social environments.
- Danish designs focus on reducing the stigma of old age and promote social inclusion.
- They strive to create domestic spaces that remind residents of their own homes.
- The natural environment is integrated into design by including spaces that allow for fresh air, cross breezes, natural light, as well as having communal green spaces for gardening and interacting with nature.
- Design for an ageing population does not mean isolated facilities, but creating an inclusive design within the urban fabric that will last overtime.

Examples:
- Solund Retirement Community created by Henning Larsen architects, 2012
  - Removes the feeling of an “elderly-only” zone by encouraging a mix of uses for all ages, such as incorporating a day-care.
  - Common spaces have flexible layouts to accommodate different needs and uses.

TAKE AWAY
- Staff move throughout the building to provide a 24/7 support for individuals 45 years and over with an intellectual disability who are experiencing early signs of aging-related issues.

TAKE AWAY
- This option provides supportive living with shared living, dining, and kitchen areas, but individual bedrooms. Age-appropriateness is the common factor amongst tenants.

Information provided by Community Living Toronto, 2019
Creating Housing Choices: for people with developmental disabilities in Ontario, 2006
### 6.3 Inclusive Communities Example

Socially inclusive design can also be implemented within a newly designed community. This involves having accessible housing incorporated into an area with shared outdoor areas and amenities. The communities provide a variety of services and uses, attracting a diverse range of people to mix with residents. Residents living in new communities contribute to the overall community life through working and living within it. Those in the community provide support for all its members.
Our Home, Portland Oregon

Inclusive Communities

- Will consist of home ownership opportunities for approximately 10-25 diverse family structures (singles, couples, families), age, ability, socioeconomics and interests.
- The homes will range in size from 600-1,700 square foot and incorporate 1, 2, and 3 bedroom configurations.
- Neighbourhoods will be characterized by a cluster of buildings surrounded by gardens and accessible outdoor spaces.
- They will be efficient, sustainable, accessible, aesthetic, welcoming, and a neighbourhood asset.
- It will be a place for children, adults, and seniors to come together and build relationships and a sense of community.

Cathedral Park

- An inclusive, co-housing inspired community that provides home ownership opportunities for families and individuals of diverse abilities, ages, and incomes.
- Developed by Inclusive Community Collaborative in partnership with Community Vision.
- 22 universally designed homes, including 1, 2, 3 bedroom condo units.
- The community will have a shared landscape courtyard and interior community gathering spaces.
- Offers several subsidized units for qualifying individuals with priority given to people with disabilities.
- This allows for learning and growth together as a community and as individuals, it creates a true sense of belonging, encourages sharing and respect, fosters diversity, and creates a connection with surrounding neighborhood, city and region.

TAKE AWAY

1. Neighbourhoods are arranged in a cluster of buildings, connected to accessible and shared outdoor public space, and nature.
2. Supports a diverse range of people and uses.

The communities provide a variety of services and uses, attracting a diverse range of people to mix with residents.

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Kishorit, Galilee

Kishorit is a kibbutz that provides a home for adults with special needs on land over 100 acres in the Galilee near Karmiel. It is a supportive community that provides a continuum of residential, social, and vocational services.

- The majority of clients have mental health issues, however, there is a separate location for individuals who are more complex and need higher care.
- All individuals with special needs live and work on the Kibbutz and contribute to the community.
- There is an agricultural focus on the land with an organized farm, vineyard and animals.
- Individuals can live on the Kibbutz with their family in separate housing.
- Members of the community live full, independent lives, enabling the ability to mature and grow old with dignity.

Elwyn, Jerusalem

Provides support for children and adults through a community comprised of group homes.

- Provides support from 6 month-olds to seniors, through early childhood development and programming for seniors.
- Serves 4,500 individuals annually with 1100 employees.
- The retirement program runs classes in ceramics, art, drawing, and computers.
- Apartments within the community are designated for individuals with developmental disabilities.

TAKE AWAY

1. Those living in the community collaborate on living and working together.
2. The community environment enables individuals to live independently with the support of others.

TAKE AWAY

1. Support programs are run for all ages, specifically children and seniors.
2. There are apartments available for those with developmental disabilities, fostering a sense of community.
07. ACCESS TO AFFORDABLE HOUSING

The need for affordable housing is acute for people with developmental and intellectual disabilities. Typically this population lives with aging parents, in group homes, in homeless shelters, in long-term care residences or in hospital facilities—all of which are inappropriate forms of housing. And since there is limited data available to accurately document the need, it is difficult to know for certain the extent of the demand. Still, housing that is accessible and affordable is needed for this population, most of whom are low-income and dependent on social assistance. We need to change our thinking to keep in sync with changing demographics and increasing lack of access to affordable housing. Socially inclusive housing designed for everybody is pivotal to the success of any new housing strategy. For example, seniors are out pacing the number of children as a cohort for the first time in history. The most recent census shows that since 2011, the number of people over age 65 has increased by 20 percent. “For those in accessible homes, and those with lower incomes, creating appropriate, affordable communities with security of tenure will be essential to help this growing population age with dignity.”

https://www.homelesshub.ca/sites/default/files/attachments/An%20Affordable%20Housing%20Plan%20for%20Ontario%20%283%29.pdf
7.1 Kehilla Proposal for a Mixed Provider Allocation of Affordable Housing Units

There is an opportunity to increase the involvement of multiple non-profit housing providers and ensure their access to affordable units in new build high-rise developments that respond to the City’s goal of achieving “inclusive, complete and equitable communities”.

Mixed Provider Allocation Model

Mixed Provider Allocation delivers a process for affordable unit distribution and transparent allocation of affordable housing units. Units would be distributed among non-profit housing providers which have the following:

- a proven track record
- access to deeper rent assistance funding
- a presence in the neighbourhood of the development
- provide support services, or have a partnership with support service agencies in the geographic area of the development

Inclusivity

Lower income tenants living in the area or those who would greatly benefit from living close to support agencies will be able to move into new units at rents they can afford to pay. Units would be scattered throughout the development unless a clustered distribution of a few units is more efficient for special needs tenants:

A pilot is proposed using this model for the allocation of the 85 affordable units at Westbank’s Mirvish Village Redevelopment.

TAKE AWAY

More small provider access to affordable housing units with potential for deeper affordability, proximity to support services, inclusive of providers and agencies in the geographic area of the development.

08. GOOD INVESTMENT

There is a significant market opportunity for developers to produce well-designed units that can enhance existing neighbourhoods. This also enables supportive housing agencies to engage with developers to access units that can house more vulnerable groups of people who need support and financial and rental assistance. It is also much less expensive to build accessibility features into the design from the beginning instead of trying to retrofit later.\(^8\)

With 300,000 new units in the pipeline in the City of Toronto, it is time to consider how best to transform vertical communities through socially inclusive housing design to offer people of varying abilities appropriate, accessible, affordable housing. Better design that serves a broader variety of needs is a great investment. Studies have shown\(^8\) that well-designed housing for specific populations saves money otherwise spent on healthcare or long-term care. Having the right kind of housing to meet the needs of specific populations can also reduce some of the pressure on our social and supportive housing wait lists.

People are also looking for homes that can adapt to their changing needs. This population is willing to downsize, but they are looking to stay in their current neighbourhoods, as they continue to age and as their abilities change.

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09.
BUILDING UP AND BUILDING IN SOCIA LLY INCLUSIVE DESIGN
The new built form is predominantly high-rise rental or condominiums. These new vertical communities need to be designed to meet the spectrum of growing needs.

As land in established neighbourhoods is becoming scarce, increased density through redevelopment and infill is the new building norm. Socially inclusive housing design also allows for innovation and use of different building materials, such as tall timber, which means parts of the building can be pre-fab designed in factories offsite. This would reduce construction times and costs.
It is hard to design built form when new devices and construction techniques are constantly changing.

9.1 Technological Advancements

With new technological breakthroughs bombarding us almost daily, today’s society has become extremely fast paced. It is hard to design built form when new devices and construction techniques are constantly changing. Regulations, codes and the planning approval process are not easily adaptable to these technological advances. On the one hand, this makes it difficult to plan in this environment, but on the other hand it is also exciting to incorporate new technologies to achieve socially inclusive housing design.

Toronto Tomorrow Proposal 17 – Sidewalk Labs

One future example is Sidewalk’s Toronto Tomorrow proposal which includes a strong commitment to developing a complete and inclusive community in Quayside, including significant commitments to more affordable housing as well as community space for the provision of a range of community services.

Other technological building advances that will impact on building design is the use of tall timber which is starting to be used for taller buildings, as well as modular housing, which is successfully being implemented in Vancouver.

TAKE AWAY

1. New, larger developments should be designed to be accessible and usable by all residents.
2. Include a variety of housing types, including deep affordable housing.
3. Provide diverse accessible and social public spaces.

https://www.sidewalktoronto.ca/documents
10. PARTNERSHIP MODELS

Private developers benefit from collaboration due to enhanced political support. This partnership model can expedite development approvals, obtain additional height and density approvals, and provide possible financial incentives. Non-profit housing providers can also access certain incentives (e.g., exemption from property taxes, access to rental assistance to accommodate lower-income households and alliances with support service agencies). Support service agencies can bring much needed expertise and assistance for tenants in private buildings who may need additional support to live independently and inclusively. Private developers, non-profit housing providers and support service agencies can benefit greatly from collaboration due to the difference in expertise and assets that each brings.

Costs vary from project to project, but overall there is evidence that it is cheaper to build for accessibility and incorporate programming partners from the start than after-the-fact.

There are a range of partnerships models that can bring out the best of non-profit and private partners to make housing that works for everyone. Here is an overview of the model types:
1 Design-Build Scenario
The private organization is typically responsible for designing the building, obtaining development approvals, and construction. The non-profit housing organization owns and operates the project once complete. This model is beneficial to the non-profit housing organization because all deliverable aspects are known. If costs increase, they are covered by the private sector.

Ex. Richmond Hill Hub 10415 Yonge St, Richmond Hill, ON York Region Housing and VanMar Constructors Inc. Port Lands inclusive community involves:
- Apartment building and community hub that includes 202 apartment units and a social enterprise space.
- VanMar’s role was to obtain a suitable property and the required development approvals, design and construct the building.
- York Region Housing provided capital funding for the building and input during the design process. Once complete, they assumed ownership and operation.
- 360º Kids is located on the ground floor and provides support and emergency housing for homeless youth.

2 Operation and Maintenance Contract
This model involves collaboration between a non-profit organization and another organization (private company, non-profit or consortium) to manage the operation and maintenance of the project. The private operator pays fixed fees for performing specific tasks.

Ex. Norton Lake Residence, 1155 Queen St. E, Brampton, ON, Region of Peel and Pathway Housing and Support Services
- 200 unit, 25 story affordable housing building for singles, families and seniors. The building includes a 3,800 square foot common room and other multipurpose rooms for residents and visitors.
- The building was owned by Peel Region.
- Pathway Housing and Support Services operates and maintains the building on a break-even basis and is required to maintain it to Region standards.

3 Design-Build-Finance
Collaboration involves private partners designing, building, and providing financing during construction. Repayment occurs through a variety of different methods.

Ex. Turnkey Development, 250 Davenport, Toronto, ON, Toronto Community Housing and Diamond Corp. and Metropia
- The site was originally constructed as a post-war era “towers in the park” design. The site consists of an apartment building and 11 townhouses, leaving two-thirds comprised of open space.
- Due to significant capital repairs needed on the site, a portion of the open space was sold to Diamond Corp. and Metropia.
- The private developers will construct market townhouse and condo apartment units.
- Proceeds from the land sale will be used to repair the Toronto Community Housing apartment building and replace its 11 townhouses.
4 Joint Venture

This involves two or more people, either individuals, corporations, or other entities that are engaged in a business venture, traditionally for-profit. Joint ventures imply a limited liability company (LLC) and less frequently a limited partnership (LP) that is involved in a project for a finite period of time. The incentive for a non-profit and for-profit organization to enter a joint venture is that each party brings something to the table that the other benefits from, making the result stronger than if either were acting alone.

Ex. Alexandra Park, Toronto, ON, Toronto Community Housing Corporation (TCHC) and the Tridel Corporation

- A redevelopment of TCHC’s Alexandra Park.
- TCHC exchanged selling portions of the existing site to Tridel by replacing 333 of its units with rent-geared-to-income (RGI) rental units and are refurbishing an additional 473 existing RGI rental units.
- Proceeds from the sale will go towards constructing new amenities, including a public park, larger community centre, creating new connector streets through the site, as well as adding 5,700 square meters (sq.m.) of retail

Ex. Artscape Weston Hub, Toronto, ON, Artscape and Rockport Group

- Artscape is working in conjunction with Rockport Group’s 350 unit rental development.
- They are transforming the ground floor space into an indoor programming space and 26 affordable housing units. The space will be programed by Artscape, as well as its tenants and partners.
- Artscape is legally and financially responsible for operations and management of the facilities.
1. Use of focused demographics, such as seniors or those with mental health, cognitive, intellectual and physical disabilities, and applying the best living model for the focused demographic. The use of focused demographics allows for the creation of a living environment that accommodates the specific needs of the residents.

2. Demonstration of ways to specialize housing for the user, such as through the built environment or providing a form of supportive housing. The physical form can be adapted to meet the needs of specific groups such as:
   › Bedroom layout (either single or double occupancy).
   › Enabling flexible room layouts or moveable furniture.
   › Creating common areas to facilitate social interaction, such as a common kitchen or living room spaces.

3. Support agencies develop community partnerships to create greater access to affordable housing so they can focus on providing programming for their target demographics, which include the following: 24-hour live-in assistants; off-site assistants that are available for on-call support when needed; and agencies that provide supportive living environments with no additional on-site assistance where residents support each other.

4. Social mixing between different demographics:
   › Mixed-use buildings can support a diverse range of activities and uses, attracting a diverse audience.
   › Socially inclusive design can be implemented on any scale, if the core values of accessibility and social interaction are retained.
   › It can be applied at the scale of a room, floor, area, entire development, or on a community-wide scale.

5. Partnership models demonstrate how key stakeholders such as private developers, non-profit housing providers, and support service agencies can benefit from collaboration, bringing different expertise and assets to a project.
   › Reducing cost and time in the development process stage, as well as lowering costs and onus for the operation and maintenance of the development.

10.1 Case Study Conclusions

The case studies examined in this report present different elements and models that can be achieved by Socially Inclusive Housing Design, and partnerships that can facilitate their implementation. The key takeaways of the case studies identify elements that can be adapted to socially inclusive design projects. These are:
11. A NEW DIRECTION FOR ACTION
11.1 Further Research – What Do We Need to Learn Next to Recognize the Best Practice in Canada?

Research and facts are vital to ensure policy and decision makers who are making proposed changes to legislation are guided by how great the need is. The following are six (6) ideas about what further research should be looking into to ensure the right information is being gathered:

1. New and revised planning policy and legislation is required to ensure that all new housing units are built to be inclusive. Local official plans, zoning bylaws, building code and approval processes need to be reviewed and revised to enable more socially inclusive housing design in new residential buildings.

2. A shared vision for socially inclusive housing design is needed from a diverse coalition of industry, governmental leaders, non-profit housing providers, support service agencies and end users. In order to change the way in which housing is built, there needs to be a strong consensus on what constitutes socially inclusive design and how it can be advanced. Moving forward work needs to continue to develop a set of guiding principles and design ideas that will improve the entire community, e.g. an online guideline and resource document.

3. Access to capital is required to implement inclusive housing design on a large scale. More research and dedicated funding to advance this work is required for this practice to be implemented at a large scale.

4. Include these design elements as part of the curriculum for all post-secondary education: teaching design, construction, manufacturing and building trades.

5. Integrate accessibility and universal design into master planning, feasibility studies, functional programming and the furniture, fixture and equipment lists.

6. Get all levels of government to attach accessibility and universal design for projects, and provide incentive funding, for example, the Canada Mortgage and Housing Corporation Co-investment Fund gives extra points for accessibility and supportive housing in their criteria evaluation of a project submission.

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11.2 **Critical Next Steps**

To make progress on getting these ideas to an actionable stage we are recommending the following two (2) steps:

Funding for a design charrette to assess cost implications, short- and long-term paybacks, price tags for explicit design recommendations for inclusion in online guide

Funding to gather lived experiences and knowledge from end users to better inform socially inclusive housing design elements that would encourage neighbour engagement within residential low- and high-rise buildings.
Possible Financing Options

The Government of Canada, Province of Ontario, and the City of Toronto offer funding programs that can be used to create and implement socially inclusive housing.

On a Federal level, capital funding is provided by Canadian Mortgage and Housing Corporation, which aims to create accessible, affordable, and socially inclusive housing through the following programs: Rental Construction Financing, Affordable Rental Innovation Fund, Affordable Rental Housing Mortgage Loan Insurance Products, National Housing Co-Investment Fund, and the Seed Funding Program. Enabling Accessibility Fund: Community Accessibility Stream. CMHC Market Rental Housing and Mortgage Loan Insurance Products provide funding for accessible or socially inclusive design for: Retirement Housing, Supportive Housing, and Single Room Occupancy.

The Provincial government offers capital funding and grants through the Capital Grants Ontario Trillium Foundation for community infrastructure projects. The funding is used to enhance access to community spaces, programs, activities and services. Projects that are typically funded include: equipment, new construction, renovation, and repairs to community spaces or the purchase of land or buildings.

There is also funding available on a local level. The City of Toronto offers the Open Door Affordable Housing Program: Affordable Rental Housing that aims to accelerate affordable housing construction through capital funding and property tax relief. They provide housing support with subsidies through Housing with Supports: Home for Good.

The Rick Hansen Foundation’s Quality of Life and Access4All Grants provide funding to support accessible playgrounds, home modifications, adaptive devices, recreational programs, exercise equipment and therapy programs.

For information on how some supportive housing is funded, see:

1. Supportive Housing in North America, by Arianna Carosella, Phoebe Johnston, Amanda Tetrault (supervised by Dr. Shari Brotman © McGill University 2017).
2. Incentives and Financial Frameworks for Affordable Housing Models, 2018, prepared for the Inclusive Design Funding Group, Daphne Mazarura

For examples of how some support housing projects are organized see:

1. Creating Housing Choices for people with development disabilities, 2006, by Itay Greenspan and Laural Raine; prepared for The Ontario Ministry of Community and Social Services for their innovation funding of the project ‘Alternative Housing Choices’.
2. Can be accessed at www.kehilla.ca
Other Resources

Learn more about universal design from the following list six (6) resources:

1. OCAD University, Environmental Design Program.
2. Idea Centre at University of Buffalo - Center for Inclusive Design and Environmental Access, Edward H. Steinfeld, Arch. D., AIA, R.A. Director.
5. The NYC Guidebook to Accessible and Universal Design, 2003, by Danise Levine; published by the Centre for Inclusive Design and Environmental Access.

Other suggested reading includes the following four (4) publications:

1. The “Financial Tool Kit” prepared and presented by Arthur Fish at a workshop for the Creating Housing Choices Forum, April 5, 2006. Arthur Fish, Partner/Family Wealth Counsel, Corporate Finance and Securities, Estates and Trusts, Tax, Charities and Not-For-Profits (416.367.6178 AFish@blg.com) – Borden Ladner Gervais LLP.
2. Supportive Housing Inclusion Models – Harriet Sugar Miller, 2017 Contact: Club ALink (514) 973-3681.
3. To learn more about how inclusion shapes design see Mismatch, 2018, by Kat Holmes; published by The MIT Press at www.mismatch.design.
4. To learn more about related legislation and regulations see Beyond the Building Code: Barriers and opportunities for Ontario municipalities to achieve more accessible housing, 2016, by Frances Woo.
Appendix B

Socially Inclusive Design Working Group Members

1. Bayne Anderson, Vice President, Development, MTCO Holdings Inc.
2. Raphael Arens, Executive Director/Community Leader, L'Arche Toronto
3. Simone Atungo, Chief Executive Officer, Virbant Healthcare Alliance
4. Susan Bisaillon, Chief Executive Officer, The Safehaven Project for Community Living
5. Hanita Braun, Executive Director of Project Planning and Development, Verdiroc Development Corp.
6. Paul Bruce, Chief Executive Officer, Cota
7. Jacob Cohen, Vice President of Project Implementation, The Daniels Corporation
8. Jenna Doherty, Community Living Toronto
9. Susan Friedrich, Principal, Susan Friedrich Architect Inc.
10. Julie Fader, Program Officer, Evergreen
11. Michelle German, Program Director, Evergreen
12. Dana Granofsky, Principal and CEO, BGM Strategy Group
13. Jenn Green, Project Manager, Greenwin Inc.
14. Bryan Keshen, President and CEO, Reena
15. Frances MacNeil, Regional Executive Director, Community Living Toronto
16. Mary Ormond, Associate General Counsel, CreateTO
17. Brendon Pooran, Partner, Pooran Law
18. Nancy Singer, Executive Director, Kehilla Residential Programme
19. Megan Torza, Partner, dtah
20. Laura Visser, Executive Director, PACE Independent Living