

**FINAL REPORT**

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**PROJECT TITLE**

**District of Summerland**

Summerland Community Recreation & Health  
Centre Needs Assessment

**FINAL REPORT** January 18, 2021

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**PRESENTED TO**

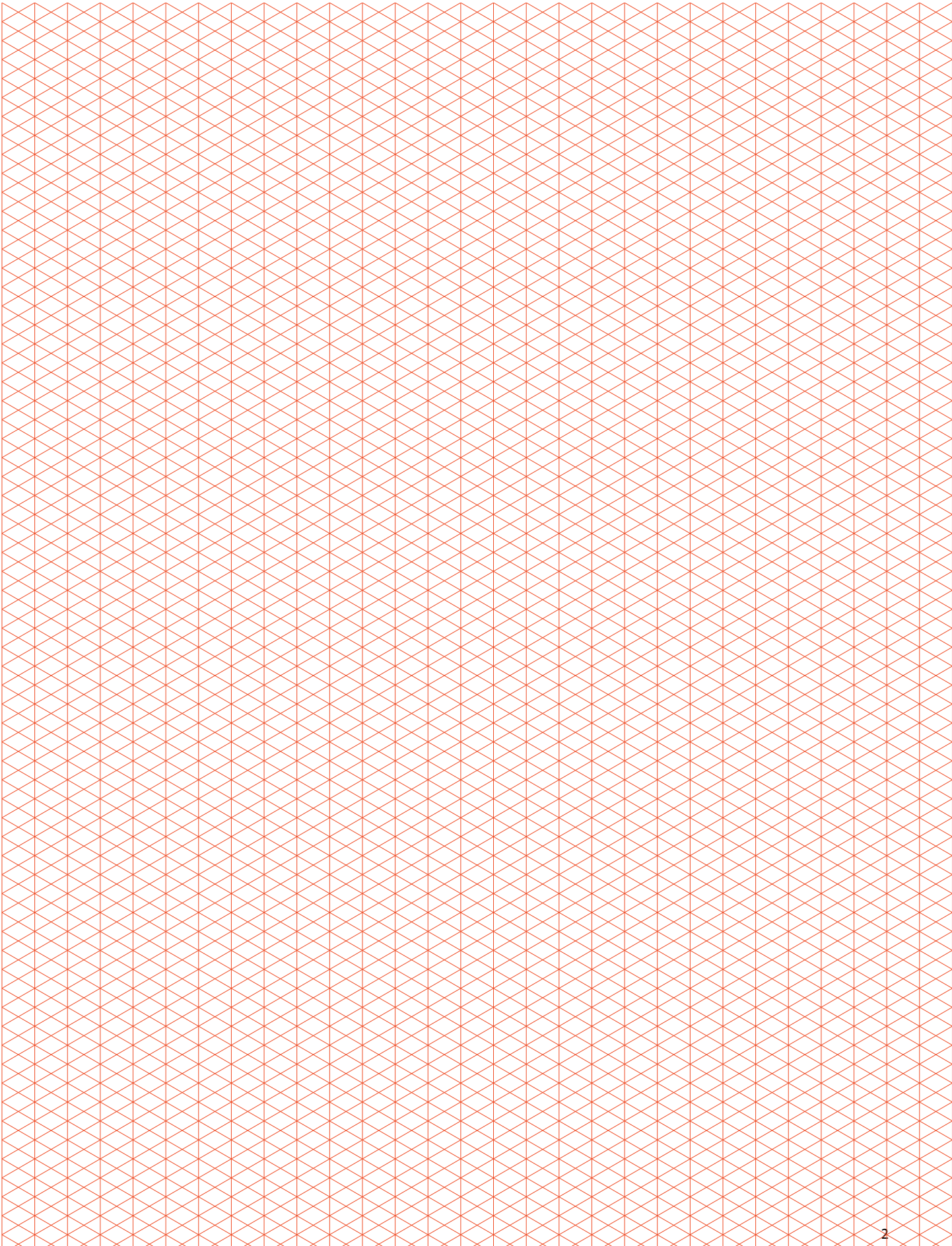
Lori Mullin, DIRECTOR OF COMMUNITY SERVICES  
SUMMERLAND PARKS & RECREATION

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**Carscadden**

LEFS  
ASSOCIATES





January 18, 2021

Summerland Parks and Recreation

13211 Henry Ave.  
Summerland, BC V0H 1Z0

Attn: Lori Mullin, DIRECTOR OF COMMUNITY SERVICES

Dear Lori,

Re: **Summerland Community Recreation & Health Centre Needs Assessment FINAL REPORT**

Please find enclosed our Needs Assessment Report for Summerland Community Recreation & Health Centre for your use.

The consultant team would like to thank you for your direction and comments throughout the process of preparing the report. We are pleased to have had the opportunity to work alongside you.

Yours truly,



Glen Stokes,  
CARSCADDEN STOKES MCDONALD ARCHITECTS  
PARTNER ARCHITECT AIBC



Megan Turnock,  
LEES + ASSOCIATES  
PRINCIPAL MLA

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Community Engagement Summary by LEES+Associates  
*including the following Appendices*  
*A – Online Survey Full Results*  
*B – Public Open House Summary*  
*C – Stakeholder Questionnaire Summary*  
*D – Stakeholder Workshop Summary*  
*E – Follow-Up Online Survey Full Results*

## EXECUTIVE SUMMARY

In the spring of 2020, the District of Summerland retained Carscadden Stokes McDonald Architects and LEES+Associates to assess the needs to replace the existing Summerland Aquatics and Fitness Centre and explore the inclusion of a Primary Health Care Centre. The assessment started with an extensive stakeholder and public engagement process to understand the current and future needs of the District of Summerland. This was followed by consolidating the results and recommending spaces that would accommodate key community needs. Capital costs, operating cost projections and revenue projections were summarized for various options.

### Engagement Goals

During the development of the engagement; residents, facility users, and stakeholders provided opinions on:

- The community's vision for the project;
- The community's needs for aquatics, indoor recreation, health care services, wellness services and other services for children, seniors, and youth as well as any barriers to accessing these services;
- Partnership opportunities within the community and stakeholders; and
- How to pay for a new facility.

### Engagement Activities

The engagement plan included several virtual meetings with the Steering Committee, virtual workshops with Stakeholder groups, a virtual Open House evening attended by members of the public, and two online Public Surveys.

Overall outreach efforts included:

- 38 responses to Stakeholder questionnaire;
- 620 responses to the public survey;
- 386 responses to a follow-up public survey;
- 20 participants in the online Open House;
- Numerous Twitter & Facebook posts; and
- Promotion through the Summerland Newsletter.

## Key Findings

The following key findings emerged from the engagement process. These are recommended to be included in the *core project*; the minimum recommended project to accommodate the community of Summerland.

- **Aquatics** to accommodate families, lap swimming, recreational swimming, aquafit and rehabilitation including a 6-lane lap pool, leisure pool and hot pool. Also included would be **change rooms** and **support spaces** as required to program, facilitate, and maintain a modern aquatic facility.
- A **Fitness Centre** to accommodate drop in workout space with weights, cardio machines and space for stretching.
- A **Fitness Oriented Multipurpose Room** that can accommodate a wide range of programming including activities such as dance, martial arts, yoga, and aerobics.
- A **Youth and Family Oriented Multipurpose Room** that can accommodate a wide range of programming including childminding, youth, family and seniors programs.
- Access to a **Gymnasium** to accommodate demand for pickleball, volleyball, and basketball, as well as the opportunity for hosting events, drop-in programs, providing opportunities for families and youth, and providing more activities during the winter. Gymnasium programs might continue to be provided by the available, local school gymnasias.

## Secondary Findings

The following needs were recorded during the engagement process and are enhancements or optional additions to the recommended core program.

- **Enhancement A – Competition Lap Pool**  
Additional lanes in the lap pool to result in an **8-lane lap pool**, large enough to hold provincial competitions at this facility.
- **Enhancement B – Primary Health Care**  
A **Primary Health Care Facility** co-located with the Summerland Community Recreation Centre and large enough to provide a comprehensive building for physicians and allied health.
- **Enhancement C – Licensed Childcare**  
A **Licensed Childcare** to accommodate daily, registered care for children.
- **Enhancement D – Dedicated Full Size Gymnasium**  
A dedicated full size community **Gymnasium** that will accommodate dedicated programs during all hours, including hours currently unavailable due school use of their gymnasias.
- **Enhancement E – Tennis Centre**  
A dedicated 3 court **Tennis Centre** for tennis and racquet sport use. Included in this option is a **Walking Track**.

The Core Program was developed which included spaces identified in the Key Findings. The total space recommended is **32,800 gross square feet** with an estimated Project Cost of **\$30.0M**.

The Core Program includes the following spaces in net (useable) square feet:

**Aquatics (17,750 sf):**

- Leisure Pool (1,800 sf)
- 6 Lane Lap Pool (3,500 sf)
- Hot Pool (500 sf)
- Pool Deck (5,800 sf)
- Change rooms (3,700 sf)
- Steam or Sauna (150 sf)
- Guard and Staff (1,000 sf)
- Pool Storage (800 sf)
- Pool Mechanical (1,500 sf)

**Recreation (5,200 sf)**

- Fitness Centre (2,500 sf)
- Activity Oriented Multipurpose Space (1,500 sf)
- Youth and Family Multipurpose Space (1,200 sf)

**Public and Support (3,900 sf):**

- Lobby / Pool Viewing (900 sf)
- Reception (500 sf)
- Administration (1,000 sf)
- Drop Down Offices for use by other groups such as Recope the swim club (500 sf)

Five Enhancement Programs were developed with a range of sizes and costs including the following spaces in net square feet unless otherwise noted:

**A: Upsize to an 8 Lane Lap Pool (2,900 gross sf) for \$2.8m**

- 2 Additional Lap Lanes (1,200 sf)
- Additional Deck Space (800 sf)
- Additional Change Room Space (500 sf)

**B: Primary Health Care (12,500 gross sf) for \$8.0m**

- Waiting and Lobby (800 sf)
- Reception (1,200 sf)
- Office (250 sf)
- 10 Small Offices (1,000 sf)
- 4 Shared Offices (1,000 sf)
- 24 Exam Rooms (2,000 sf)
- Treatment / Procedure (800 sf)
- Sterilization Room (250 sf)
- Kitchen (800 sf)
- Storage and Laundry (400)

**C: Licensed Childcare (7,900 gross sf) for \$4.6m**

- Toddler Childcare (2,600 sf)
- Preschool Childcare (3,500 sf)
- Outdoor Play space (1,500 sf)

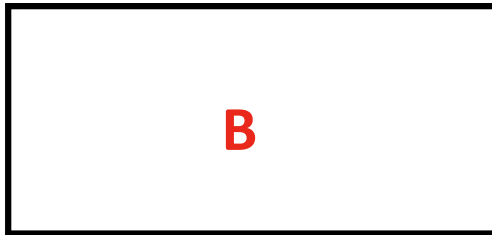
**D: Gymnasium (9,500 gross sf) for \$5.5m**

- Gymnasium (7,000 sf)
- Storage (1,000 sf)
- Washrooms (500 sf)

**E: Tennis Centre (22,100 gross sf) for \$4.5m**

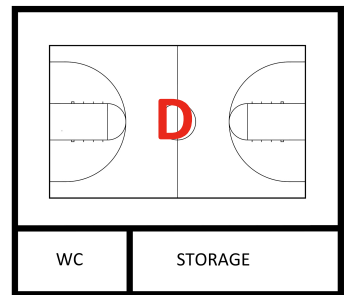
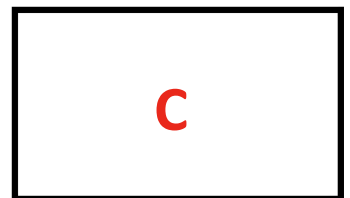
- 3 Tennis courts (17,250 sf)
- Administration (500 sf)
- Washroom (300 sf)
- Walking Track (3,100 sf)





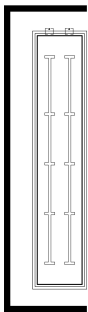
**B**  
**PRIMARY HEALTH CARE**  
 12,500 sf / \$8.0m

**LICENSED CHILDCARE**  
 7,900 sf / \$4.6m

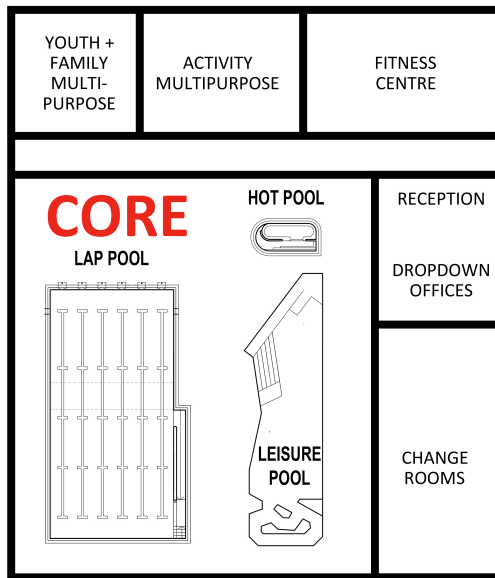


**D**  
**GYMNASIUM**  
 9,500 sf / \$5.5m

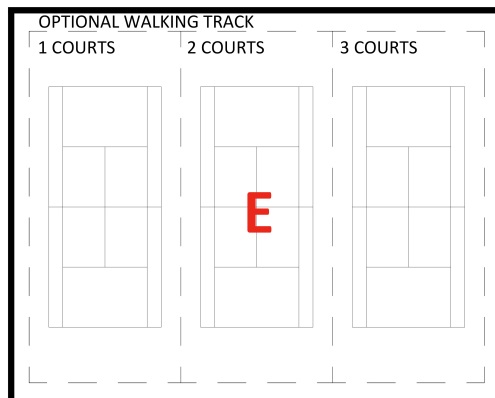
**A**



**COMPETITION LAP POOL**  
 2,900 sf / \$2.8m



**E**  
**CORE PROGRAM AQUATICS AND RECREATION**  
 32,800 sf / \$30.0m



**E**  
**TENNIS CENTRE**  
 22,100 sf / \$4.5m

### Capital Project Cost, Operating Cost Projection, and Revenue Projection Summary

The following is a summary of Capital Project Cost, and Operating Cost and Revenue Projections. The Projections are based on extrapolation of existing 2019 data from the existing Summerland Aquatic and Fitness Centre. A more detailed rationale for these projections is located in the body of the report.

	Capital Project Cost	Annual Expenses Projection	Annual Revenue Projection	Operating Deficit Projection	Deficit per sf
<b>Existing Summerland Aquatic and Fitness Centre</b> 17,900 sf	-	-\$1,021,000	\$391,000	-\$630,000	-\$35 psf
<b>New Summerland Community Recreation Centre Core Program</b> 32,800 sf	\$30.0M	-\$1,740,000	\$610,000	-\$1,130,000	-\$35 psf
<b>Enhancement A: Competition Lap Pool</b> 2,900 sf	\$2.8M	-\$102,000	\$18,000	-\$84,000	-\$28 psf
<b>Enhancement B: Primary Care Centre</b> 12,500 sf	\$8.0M	\$0 Lease is cost neutral	\$0 Lease is cost neutral	-\$0 Lease is cost neutral	\$0 psf Lease is cost neutral
<b>Enhancement C: Licensed Childcare</b> 7,900 sf	\$4.6M	-\$208,000	\$0 Assume lease offers no revenues	-\$208,000	-\$26 psf
<b>Enhancement D: Gymnasium</b> 9,500 sf	\$5.5M	-\$239,000	\$110,000	-\$129,000	-\$14 psf
<b>Enhancement E: Tennis Centre</b> 23,000 sf	\$4.5M	-\$278,000	\$100,000	-\$178,000	-\$8 psf

The following “Next Steps” and Milestones are recommended in the pursuit of a replacement Summerland Aquatic and Fitness Centre.

**Milestone 1:** Receive and Review the completed Needs Assessment Report

- **Step 1.1**  
Council and Staff to review the Conclusions and Recommendations.
- **Step 1.2**  
Council and Staff to review if any of the Enhancements can be eliminated from the Summerland Aquatic and Fitness Centre replacement project.
- **Step 1.3**  
Council and Staff to determine if more information is desired to aid in further decisions.
- **Step 1.4**  
Council and Staff to undertake a discussion of capital costs and referendum strategies.
- **Step 1.5**  
Council and Staff to determine, as best as able, the preferred Core Program and preferred Enhancements for the upcoming Feasibility Study.
- **Step 1.6**  
Staff to prepare an RFP for consultants to complete Feasibility and Site Fit Study.

**Milestone 2**

Contract with consultants to complete the Feasibility and Site Fit Study

**Milestone 3**

Coordinate and implement the Referendum process.

**Milestone 4**

Contract with consultants to complete the detailed design and proceed to construction.

**Milestone 5**

Project construction and completion.

The consultants have the following recommendations:

- Include the Core Program in the Feasibility Study.
- Eliminate Enhancement A - Competition Lanes from Feasibility Study.
- Separate Enhancement B – Primary Health Care into a separate project.
- Consider including Enhancement C – Childcare in the Feasibility Study.
- Include Enhancement D – Gymnasium in the Feasibility Study (possibly phased).
- Separate and Defer Enhancement E – Tennis Centre to a future project.

In summary, the consultants recommend proceeding to a Feasibility Study with the project including the Core Program. The study might also include the Gymnasium and Childcare Enhancements in that order of priority.

## INTRODUCTION

For over 45 years, the existing Summerland Aquatic and Fitness Centre has supported and strengthened the community by offering recreation for physical fitness and social activities. The current building located at 13205 Kelly Ave is nearing the end its life. With a current area of 17,900 gross square feet, the facility struggles to adequately serve the community as-is and will encounter further challenges as time progresses. A Property Condition Assessment completed in 2018 concluded that replacement be planned for the existing building.

The consultants worked closely with the District of Summerland to create an engagement plan to guide the team in a process to obtain valuable input from the steering committee, stakeholder groups and the public at large.

During the development of the engagement, residents, facility users, and stakeholders provided opinions on:

- The community's vision for the project;
- The community's needs for aquatics, indoor recreation, health care services, wellness services and other services for children, seniors, and youth as well as any barriers to accessing these services;
- Partnership opportunities within the community and stakeholders; and
- How to pay for a new facility.

## **PARTICIPANTS**

The consulting team was assisted by the contributions staff who gave their time, energy, and guidance to the Working Group. Their collaboration was integral to the preparation of this report.

### **Working Group**

District of Summerland

- Lori Mullin, Director of Community Services

### **Steering Committee**

Susan Brown, Director of Primary Care, Interior Health Authority

- Dr. Sue Pollock, Interim Chief Medical Health Officer, Interior Health Authority
- Dr. Murali Venkataraman, Local Physician
- Dr. Driaan van der Vyver, Local Physician
- Dr. Margie Krabbe, Local Physician
- Tracy St. Claire, Executive Director, SOS Division of Family Practice
- Riley Gettens, Recruitment, SOS Division of Family Practice
- Tanya Osborne, Interior Health Authority
- Doug Gorcak, Director of Facilities, School District 67

### **Project Team**

Carscadden Stokes McDonald Architects Inc.

- Glen Stokes, Partner Architect AIBC
- Caleb Westerby, Intern Architect AIBC

LEES+Associates

- Megan Turnock, Principal
- Eileen Finn, Associate
- Patrick Beech, Associate
- Alex Berland, Consultant

## INFORMATION GATHERING

An extensive stakeholder and public engagement process were conducted by engagement consultants LEES+Associates to assess and understand the range of current and future needs of the District of Summerland.

The result of their work is a Community Engagement Summary (see Appendices), which integrates the results of the robust engagement process, research and best practices to assess the demand for a new Community Recreation & Health Centre in Summerland and provides recommendations for the activities and amenities that may be offered in a new community centre.

### REFERENCE DOCUMENTS

The following are key documents that were reviewed to provide context for this needs assessment and study:

**Official Community Plan (2015, District of Summerland)**

The Official Summerland Community Plan is a comprehensive report and action plan for the District. The report details the strategies and policies established to address the changing density, demographics and community needs in Summerland.

**Summerland Parks and Recreation Master Plan (2018, LEES+Associates)**

A document defining the District of Summerland's vision, direction, goals and objectives. Core values pertaining to the existing Summerland Aquatic and Fitness Centre.

**Property Condition Assessment (2018, Stantec Consulting Ltd.)**

A comprehensive assessment of the existing Summerland Aquatics and Fitness Centre outlining the site's current physical condition and anticipated capital renewal requirements.

**District of Summerland Community Energy and Emissions Reduction Plan (2020, District of Summerland)**

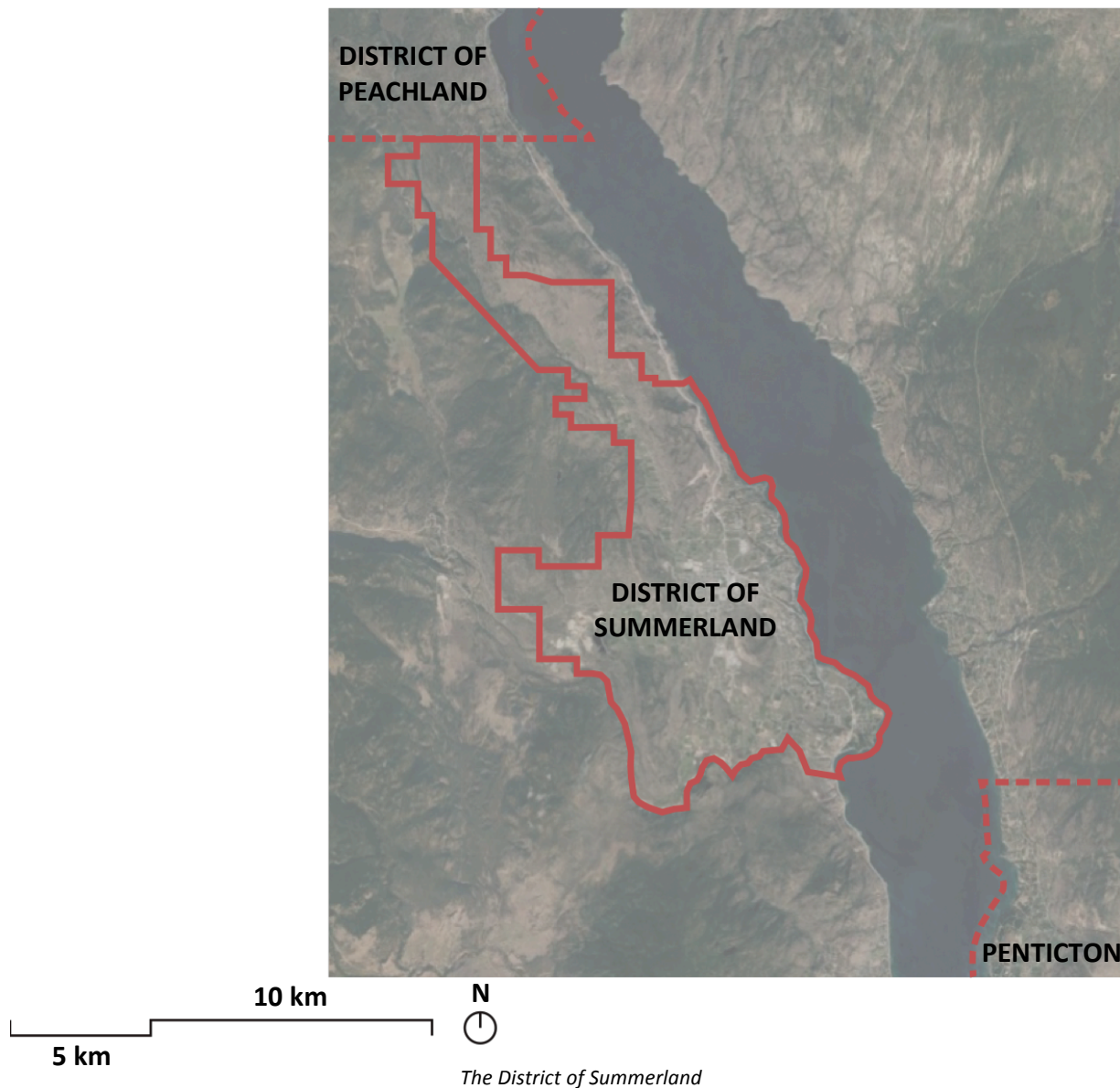
A document reporting on Summerland GHG emissions in 2016 and planned implementation for reducing emissions District wide.

**Cultural Plan (2016, District of Summerland)**

Document summarizing community identity and underscoring local cultural gems. Celebrates the community's achievements and identifies actions to build upon.

## SUMMERLAND OVERVIEW

Summerland is a community sitting on the West bank of Okanagan Lake between Peachland to the north and Penticton to the south. Per the 2016 census there are 12,520 residents.<sup>1</sup> Highway 97 running north / south through the District connects Summerland to the Okanagan Valley's two largest centres: Penticton (18km south) and Kelowna (48km north).



<sup>1</sup> Statistics Canada, 2017. Census Profile for Summerland (District municipality). 2016 Census



**Summerland’s Community Vision**

*“Our historic lakeside community has a collective sense of belonging and preserves and enhances its quality of life, agricultural character and its distinctive natural setting in a manner that reflects our strong social values.*

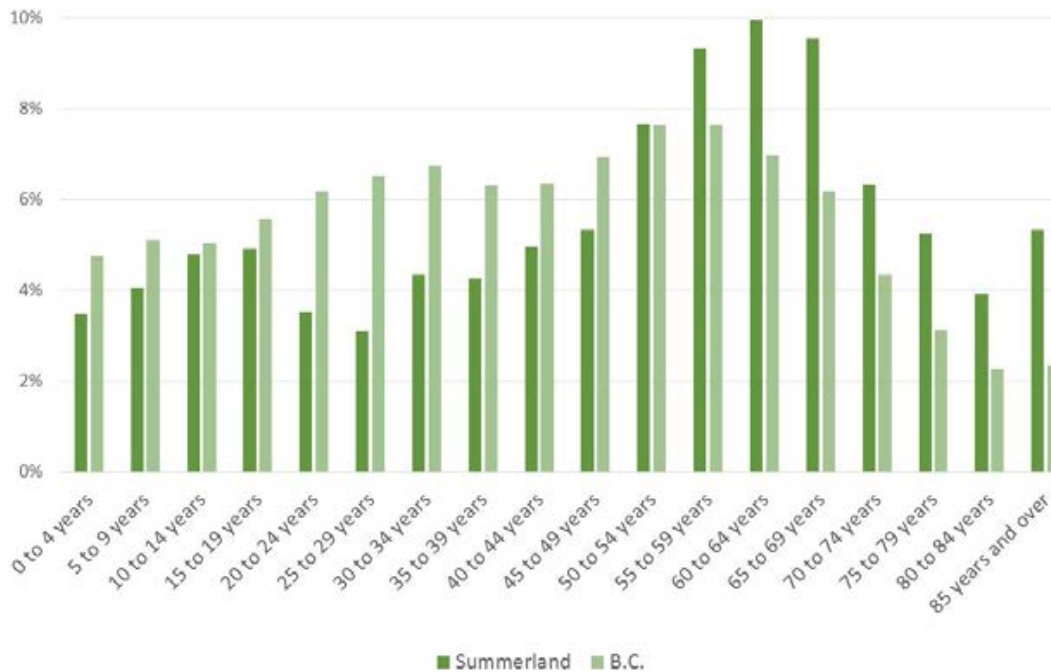
*We respect our traditional small town character and proactively work to ensure balance among our shared values of protecting our natural environment, supporting a sustained local economy, showcasing cultural and historical legacies, and providing quality facilities and services for our diverse population both now and for future generations.”<sup>2</sup>*

**Background – The History of Summerland**

- Territory of the Syilx First Nations since time immemorial
- Exchanged between 1904 - 06 following a land deal between Penticton Indian Reserve No. 3 and Sir Thomas Shaughnessy
- Summerland incorporated as a municipality in 1906

**Current Demographics**

With an aging population, nearly half the population is 55 years or older. This trend is expected to continue.



2016 Population age range within Summerland and British Columbia<sup>3</sup>

<sup>2</sup> Parks & Recreation Master Plan, LEES+Associates. pg. viii

<sup>3</sup> Parks & Recreation Master Plan, LEES+Associates. pg. viii

### **Children<sup>4</sup>**

Swimming, going to the beach, ice sports and walking/biking/hiking combined are the most common activities for families with children. There are limited recreation programs in Summerland for children and young families, and the community engagement process indicated a desire for both more programs and expanded indoor facilities, including the pool and arena.

The Recreation Department can play a stronger facilitating role for families by supporting community partners in offering a broad range of programs and services.

### **Youth<sup>5</sup>**

Young teens use recreational facilities to a limited extent, while older teens rarely use the District's existing recreation facilities or programs. Youth recreation opportunities are minimal and youth expressed a desire for more options for things to do during the year, as well as more festivals, events, and concerts.

### **Adults<sup>6</sup>**

Walking, going to the theatre, biking, going to the beach and watersports are the most common recreational activities for adults. Lack of time and physical limitations are the primary reasons for not participating in recreation, followed by lack of facilities. Residents are going outside the community for recreational activities, and there is a strong desire for improved indoor facilities and increased programs in Summerland.

### **Seniors<sup>7</sup>**

Seniors aquatic and rehab programs are very well attended. There is an opportunity for more partnership activities with the Summerland Drop In Recreation Centre.

### **Ongoing Park Board and City Planning Initiatives**

Ongoing District of Summerland planning initiatives include a Child Care project, a Dog Park project and a Solar + Battery Storage project.

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<sup>4</sup> *Parks & Recreation Master Plan*, LEES+Associates. pg. 103

<sup>5</sup> *Parks & Recreation Master Plan*, LEES+Associates. pg. 104

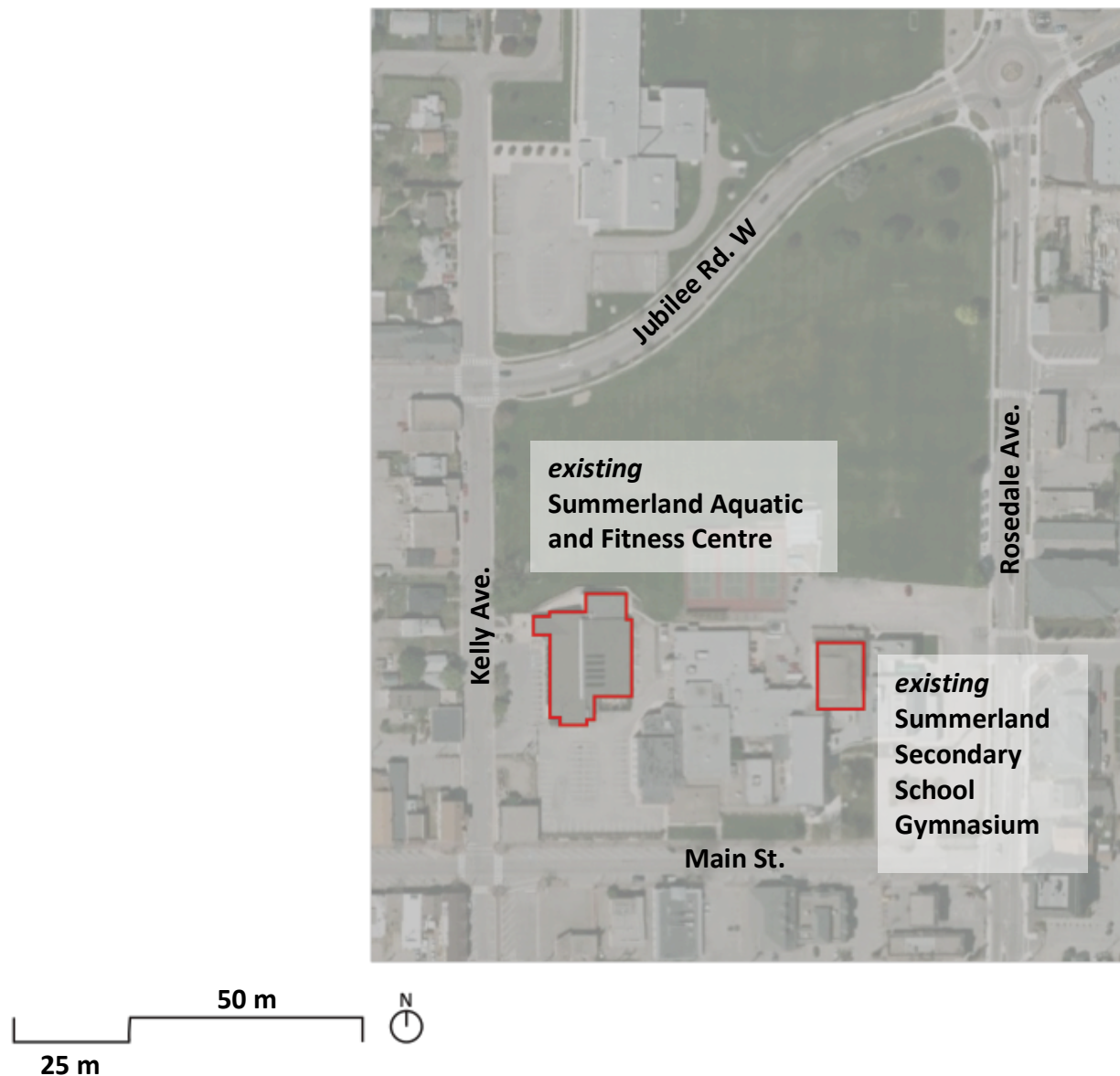
<sup>6</sup> *Parks & Recreation Master Plan*, LEES+Associates. pg. 106

<sup>7</sup> *Parks & Recreation Master Plan*, LEES+Associates. pg. 107

### The Existing Summerland Aquatic and Fitness Centre

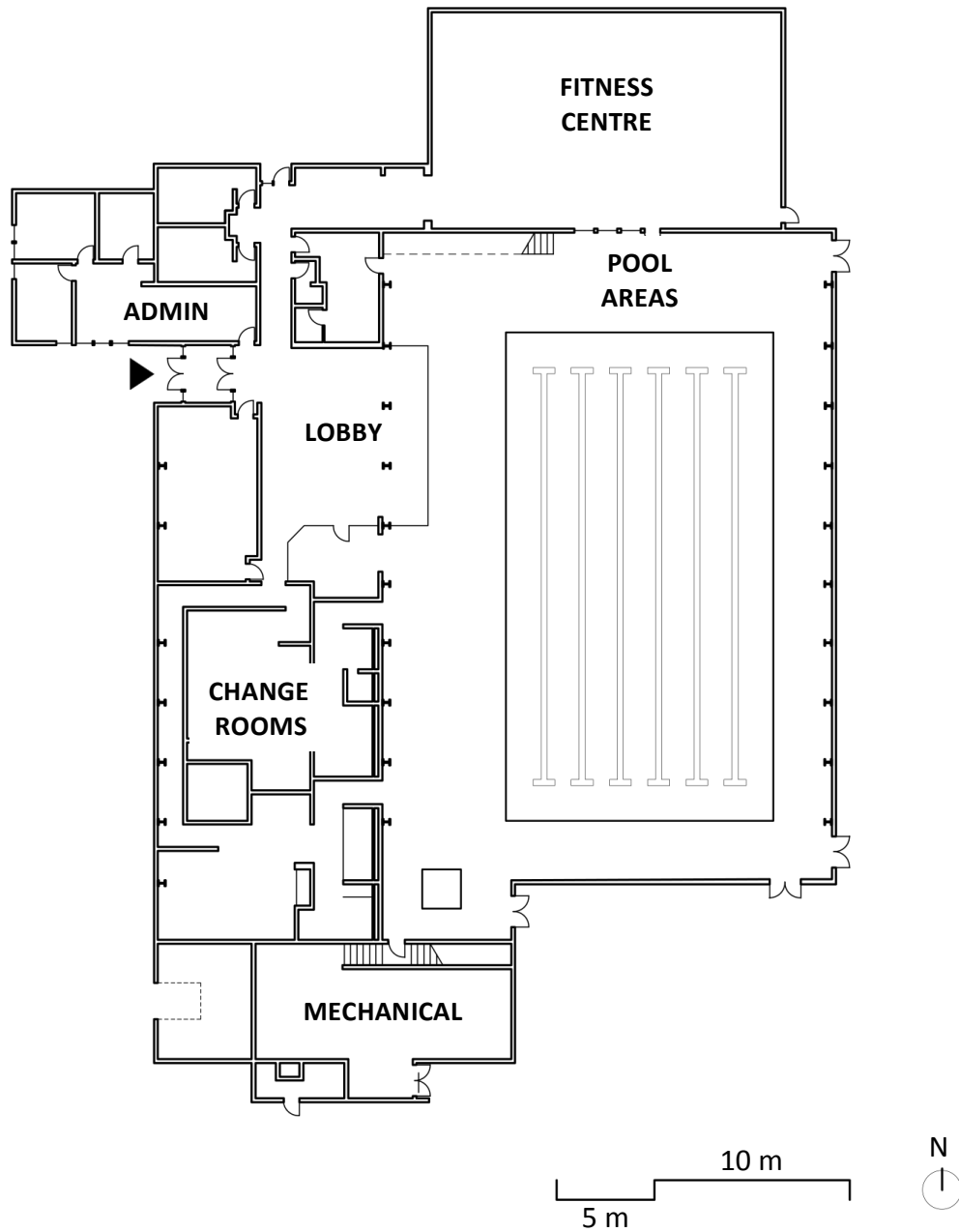
The existing Summerland Aquatic and Fitness Centre located at 13205 Kelly Ave, Summerland BC is a single-story structure of 17,900 sf consisting of a pool area, fitness rooms, sauna, hot tub, offices and mechanical spaces. The building was originally constructed in 1975 with the offices added in 1988 and a larger fitness room in 1996.<sup>8</sup>

A Property Condition Assessment conducted in 2018 reported that the existing building was in generally poor condition and recommended that a new, larger facility be constructed.



Existing Summerland Aquatics and Fitness Centre Site Map

<sup>8</sup>Property Condition Assessment, 2018



Existing Summerland Aquatics and Fitness Centre

**Existing Summerland Aquatics and Fitness Centre (17,990 gross sf)**

- Lobby (1,135 sf)
- Admin (825 sf)
- Fitness Centre (2,475 sf)
- Change Rooms (1,800 sf)
- Pool Areas (8,385 sf)
- Mechanical (1,100 sf)

## ENGAGEMENT RESULTS

The District of Summerland has identified the need for the replacement of the existing Summerland Aquatic and Fitness Centre and are exploring the inclusion of a Primary Care Health Centre as one of Council's Strategic Priorities. A robust public engagement program was included to provide a summary of community needs and priorities for recreation and health services and their associated spaces. In addition, the engagement process identified community priorities for other community services and facilities that could be co-located with a new Community Recreation Centre.

### Engagement Goals

The goals of the engagement process were focused on identifying the needs in the replacement of the existing Summerland Aquatic and Fitness Centre and the community's desire for facilities that would co-locate with the new Summerland Community Recreation & Health Centre.

During the development of the engagement, residents, facility users, and stakeholders provided opinions on:

- The community's vision for the project;
- The community's needs for aquatics, indoor recreation, health care services, wellness services and other services for children, seniors, and youth as well as any barriers to accessing these services;
- Partnership opportunities within the community and stakeholders; and
- How to pay for a new facility.

### Engagement Activities

The engagement plan included several virtual meetings with the Steering Committee, virtual workshops with each individual Stakeholder group, a virtual Open House evening attended by members of the public, and several versions of an online Public Survey. The findings including supplementary information and engagement details in the time of Covid-19 are provided in the Appendices.

Overall outreach efforts included:

- 38 responses to Stakeholder questionnaire;
- 620 responses to the public survey;
- 386 responses to a follow-up public survey;
- 20 participants in the online Open House;
- Numerous Twitter & Facebook posts; and
- Promotion through the Summerland Newsletter.

**PENTICTON INDIAN BAND**

The District of Summerland initiated and met with PIB, who expressed strong interest in the project given the location within Indigenous territory and commonage claim. PIB will be consulted to further explore the project and it's opportunities for reconciliation and collaboration with PIB Council, elders and community members.

The following sections describe the key results from each engagement activity. Full details on the results of individual engagement activities are provided in the Appendices.

## **Vision**

The public online survey and stakeholder questionnaire asked what best describes respondents' hopes for an aquatics and indoor recreation facility in Summerland. In the stakeholder workshops, we also asked for key vision words. The community vision for aquatics and indoor recreation from the survey, stakeholder questionnaire, stakeholder workshops, and open house are captured, roughly in order of importance, in the following categories. Overlapping vision words and terms included within each category are listed under each category.

1. **Be inclusive and welcoming of all people, ages and abilities**  
*Inclusive, all ages, accessible, multigenerational, affordable*
2. **Encourage active lifestyles**  
*Wellness for Life, facilitating activity, recreation = health, empower people through recreation, promote active and healthy living*
3. **Be flexible to meet community needs over time**  
*Multifunctional, multipurpose, flexible, adaptable to community needs*
4. **Create a central community hub**  
*Centralization, central hub for the community, core hub, complete, central and connected, one stop shop, convenient, together*
5. **Bring positive economic benefits**  
*Economic opportunities, catalyst for downtown, holistic cost-benefits, practical*
6. **A high quality facility**  
*Be something our community takes pride in, engaging, unique, innovative, modern, sustainable and green*

Within the public survey, the lowest priorities were:

7. Being a cultural and arts space and
8. Being a regional draw.

## Aquatics

In the public survey, we asked what indoor recreation spaces were missing or in need of expansion in Summerland. **Aquatics was the number one response.**

1. Regarding what amenities and options were most important to provide in a new pool, there was strong support for a **fun place for kids and families, leisure swimming, and a hot tub.**

The Orca Swim Club, aquatic fitness users, rehabilitation users, and lap swim/recreation users were identified as key stakeholders for aquatic services due to their frequent use of the pool. These stakeholders have specific facility needs in order to deliver their programs and meet the demand for these activities in the community. The following features had broad agreement:

1. In line with the key vision themes, there was support for improved accessibility, aquatic access options, **inclusive change rooms** and **family change room** options.
2. It was highlighted that **aquafit** and **rehabilitation programs** need a variety of depths to serve the range of abilities of those who participate. Aquatic fitness and rehabilitation programs such as aquafit and Recope are an important opportunity for seniors and those recovering from injuries or other health issues to stay active and healthy.
3. **A 6 to 8 lane pool** that meets the requirements for hosting swim competitions. Swim meets are an important part of the swim club experience and also helps raise funds for the club.
4. **More than one pool** with different temperatures – cooler for swim club and lap swim; warmer for rehabilitation, swim lessons, and leisure swimming. Among written responses to the public survey, the most common request was for separate temperature pools for laps (cool) and leisure swimming/rehabilitation uses (warm).

In the public survey, a sauna and a steam room were the least important amenities. While these amenities were mentioned by two respondents in the stakeholder questionnaire, they were not mentioned in the stakeholder engagement or public open house. This places them as a lower priority. The need for improving aquatic facilities in Summerland is also supported by multiple mentions of the need for more indoor activities in the winter and more activities for families with young children. Pools also provide a low-impact exercise option, which can help address the needs of the aging population.



### **Other Indoor Recreation**

Fitness facilities, spaces for families/children/youth, and multipurpose rooms were all noted as important to the community. Stakeholders highlighted the lack of facility space and problems with facility design as factors limiting their organizations from serving more community members.

**Fitness facilities:** Facilities for fitness, working out, and taking fitness classes topped the list in the public online survey.

1. A **Fitness Centre** (i.e. workout space with weights and cardio machines) was the second most frequent response for what is missing or in need of expansion and was ranked highest in importance.
2. Fitness programs were less frequently selected for what is missing or need of expansion, but ranked second in importance among indoor recreation facilities after a fitness/workout centre.
3. The need for fitness facilities was less of a priority in the stakeholders questionnaire or stakeholder workshops but was still mentioned in every session. There is overlap with health and wellness program space, which was strongly supported by stakeholders in the workshops.

**Families/Children/Youth:** Family and young child (infant-preschool) drop-in programs were highlighted as a strong need across all engagement methods. Stakeholders noted the need for spaces and programs for children and youth both in the stakeholder questionnaire and workshops.

1. Youth-oriented programs were noted by 49% as missing or need expanding and youth drop-in space ranked a close 4<sup>th</sup> in importance after fitness centre, fitness program space, and gymnasium in the public online survey. Youth services was the top priority for community services to be included in a recreation centre, over and above childcare and seniors' services. The Boys and Girls Club mentioned that they see a very significant demand for youth programs and services and do not have adequate space to meet that demand.
2. Childminding (drop-in childcare when parents or guardians are participating in classes or programs), family and child-oriented programs, and childcare/daycare programs were noted as missing or in need of expansion, child minding was ranked a close 4<sup>th</sup> in importance and tied with youth drop-in space, drop-in for child and family activities ranked a close 5<sup>th</sup>. Stakeholders noted the need for family and infant/toddler drop-in programs and daycare/out-of-school care in the stakeholder questionnaire.

**Multipurpose Room:**

While multipurpose rooms had lower levels of interest than the spaces above, the support is important, particularly due to its overlap with the demand for spaces for children, youth, and seniors programming and drop-in.

1. The greatest need was for medium sized rooms (sized for 11 to 30 people) for meetings, programs, classes, events ranked 8<sup>th</sup>. The room sizes that ranked lower included smaller rooms (10 people or fewer), large rooms (31-80 people), and banquet room (81 people or more).
2. Stakeholders noted the need for meeting rooms, classrooms, event spaces, and community gathering and social areas. In the stakeholder questionnaire, 4 of 18 organizations mentioned the need for meeting rooms and educational spaces. The existing Resource Centre was noted as already providing space for 16 community organizations. Rooms at a recreation centre should compliment and not replace the Resource Centre.

## **Gymnasium**

Additional feedback about what indoor recreation spaces were missing or in need of expansion in Summerland speak to the need for a gymnasium and a fitness centre. Space for gymnasium sports (basketball, volleyball, pickleball, badminton, etc.) was the third most frequent response after aquatics and a workout/fitness centre. This is further reinforced through the survey responses regarding which indoor recreation and community use spaces are most important, with gymnasium ranking third after fitness centre and fitness program spaces.

Through multiple engagement methods, it was identified that there is currently unmet demand for gymnasium space.

1. Public online survey: Access to gymnasium space was rated as poor or very poor by 41% respondents. Only 10% said gymnasium access was good or very good.
2. Unmet demand for gymnasium space was also highlighted in the stakeholder survey, stakeholder workshops, and the public open house, particularly in relation to pickleball, volleyball, and basketball, as well as the opportunity for hosting events, drop-in programs, providing opportunities for families and youth, and providing more activities during the winter.
3. School District 67 has indicated that the school gymnasium is currently in use from 7:30am to 9:30pm during the school year, offering minimal opportunity for community access.

Along with the identified demand, there was moderate support for a dedicated community gymnasium. A variety of organizations voiced support in the stakeholder survey and stakeholder workshops, including community organizations, health care providers, and recreation groups. Some who were hesitant to support a dedicated community gymnasium suggested that additional access to the school gymnasium may meet existing needs. Stronger support may emerge if, consistent with indications of SD 67, no additional access was realistically available at the school gymnasium or other community facilities.

### **Indoor Racquet Sport Courts**

It is clear there are two significant user groups interested in improved and expanded facilities: pickleball and tennis. Overall, however, these activities received lower interest and support throughout the engagement activities compared to aquatics, fitness, gymnasium space, and programs/facilities for children, youth, and families. Where these activities can be delivered in multipurpose facilities, there is local demand for both activities and potential for growth and increased participation.

1. Indoor tennis was mentioned numerous times with comments, especially regarding how it would enable more year-round use, be a regional draw, that it could be multipurpose, and highlighting the existing popularity and growth. However, overall, it had lower support than most other spaces. Indoor tennis was lowest on the list of facilities that are missing or in need of expansion in Summerland. It was also ranked last in the priorities for indoor recreation and community use facilities in the public survey.
2. Support for indoor tennis was heard from the Lakeshore Racquet Club in the stakeholder questionnaire and workshop, but did not elicit strong support from other stakeholders. The tennis club supported exploring how an indoor tennis facility could be multifunctional. There is potential overlap with the demand for pickleball, for example, as both can use the same court space for recreational (rather than competition) courts. While new glass flooring options with LED line markings could allow courts to be used for both tennis and pickleball competitions, wide demand for a competition level facility has not been demonstrated, particularly given the high cost of glass flooring.
3. There was enthusiasm for pickleball among survey respondents, particularly in the write-in answers to the public online survey. However, as with tennis, when ranked against other indoor recreation priorities, it scored neared the bottom of the list of priorities for indoor recreation and community use facilities. It should be noted that pickleball could be accommodated in a gymnasium or on shared-use tennis courts.

### **Indoor walking track**

The idea of an indoor walking track came up during multiple engagement activities. It was written into the public online survey as one of the facilities missing in Summerland and was ranked equivalent to youth drop-in and drop-in childminding as a priority for indoor recreation. It was also mentioned in the stakeholder questionnaire, stakeholder workshops, and public open house.

### **Other Community Services**

There is unmet demand for youth programs/spaces, childcare, and seniors programs/spaces indicated in all the engagement activities. The needs of families, children, and youth are highlighted in the previous section.

1. Public online survey top priorities:  
Youth services/dedicated youth space;  
Childcare/daycare for 0 to 5-years old; and  
Seniors services/dedicated seniors' space.
  
2. Stakeholders such as the Boys and Girls Club noted that there is strong demand for additional youth spaces and programs.

Spaces that allow people to meet basic needs (i.e. hygiene, showers, food) and serving new Canadians were also mentioned in the stakeholder workshops as growing needs.

It was highlighted in the stakeholder workshops that there are already arts and culture, dance studios, and community kitchens in the community. It was suggested that a review of existing community kitchens could help determine if they are being fully utilized and meeting demand. There may be design features that are missing in terms of providing nutrition and cooking classes.

## **PRIMARY HEALTH CARE**

In the public online survey and stakeholder questionnaire, the following is a list of most important desires for a **Primary Care Centre**:

- Timely access to medical services – less wait time to get medical appointments;
- Convenient access to walk-in clinic for minor medical problems in Summerland;
- Every Summerland resident has a family doctor or nurse practitioner based in Summerland;
- Access to a wide variety of healthcare and wellness services including physiotherapy, chiropractic, massage therapy, mental health supports and counseling, addiction treatment, nutrition, and others is available in Summerland; and
- Convenient location – Primary healthcare office is convenient to downtown Summerland, schools and recreation facility.

In the stakeholder workshops, the vision discussion focused on how bringing together different services and practitioners would benefit patients as well as those delivering the services. Many felt it would help attract and retain physicians. The key concepts discussed were:

- Benefits of centralization;
- Overall benefits to community health; and
- Importance of coordination, collaboration, and partnerships.

In the public online survey and the stakeholder workshops, we asked about access and barriers to healthcare service in Summerland. Across the board, access rated poorly. Of those who said they do experience barriers, the most significant barriers to access were:

- Finding a practice that is accepting new patients;
- Finding access to walk-in services; and
- Getting a doctor's appointment when I need it.

In addition, various stakeholders relating to the Primary Health Care shared the following key points.

- The physicians of Summerland have participated in the original concept of one large Primary Health Care Centre. All of Summerland's family physicians support this project and all would move their practice to this location. Recruitment of providers is dependent on a new large clinic as current family practice clinics are at full capacity and are outdated for the future of primary care.
- The new healthcare model put forward by the Ministry of Health relies on family physicians/nurse practitioners as central to the hub of the patient medical home from which patients access allied health services.
- The vision is to design a primary care space that is safe; there should be little concern with co-location with the future recreation centre.
- The Physicians support a collaborative approach and would be dependable tenant revenue for District.
- There will be 4000 unattached patients as of April, 2021. The remaining two clinics are at capacity and cannot take on these patients. Summerland requires an additional four new family physicians/nurse practitioners to meet the community's current need.

### **Benefits of Co-Location with the Summerland Community Recreation Centre**

Most respondents to the public online survey felt there are benefits to locating a primary healthcare clinic and a recreation centre together. Those in agreement cited:

- Connections to physiotherapy or rehabilitation;
- Reinforcing the link between physical activity and health;
- The appeal of a centralized facility; and/or
- Having better access to a range of services and healthcare providers.

Stakeholders noted benefits including:

- Destigmatizing mental health services;
- Better transitions from health services to rehabilitation and community wellness programs;
- Potential improved communication between healthcare providers and other community services; and
- Improved awareness of the health services available in Summerland.

It is important to note that priorities associated with co-location ranked relatively low, suggesting that there is not consensus amongst the public on this approach. Priorities associated with co-location ranked lower than each of the following:

- Timely access to medical services;
- Convenient walk-in clinic; and
- Ensuring access to family doctors for all Summerland residents.

### **Willingness to Pay for Primary Health Centre**

There is cautious support for a primary care centre, and recognition of the need for improvements to health care access. However, there were more people answering “don’t know” and “not sure”, as well as many concerns and questions.

- From the Public Online Survey, 23% support significant District taxpayer funding, 37% support moderate District taxpayer funding, and 20% opposed to any or limited District funding.
- From the Stakeholder Survey: 50% strongly support District investment as part of a joint project/partnership.

Similar questions arose with stakeholders. Some saw potential, while some saw no benefits of a physically connected space. Most were curious about what the partnership, business, and funding models would look like. Stakeholders highlighted the potential for funding from four different provincial agencies if a strong partnership model could be established.



### **Stakeholder Input**

There is cautious support for a primary care centre, and recognition of the need for improvements to health care access. However, there were more people answering “don’t know” and “not sure”, as well as many concerns and questions.

- From the Public Online Survey, 23% support significant District taxpayer funding, 37% support moderate District taxpayer funding, and 20% opposed to any or limited District funding.
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Similar questions arose with stakeholders. Some saw potential, while some saw no benefits of a physically connected space. Most were curious about what the partnership, business, and funding models would look like. Stakeholders highlighted the potential for funding from four different provincial agencies if a strong partnership model could be established.

## CORE FINDINGS BASED ON THE ENGAGEMENT PROCESS

The following key needs have emerged from the engagement process. These are recommended to be included in the core project – the minimum recommended project to accommodate the community of Summerland.

### Aquatics

- A separate **leisure pool, hot pool and lap pool** to accommodate families, lap swimming, recreational swimming, aquafit, and rehabilitation programs. At a minimum the lap pool should be 6 lanes to accommodate the core programs listed above. Competitions requiring 8 or more lanes would be held in Penticton or Kelowna.
- Men’s, women’s’ and universal **change rooms** to accommodate all abilities, genders, and family groups.
- **Support spaces** as required to program, facilitate, and maintain a modern aquatic facility.

### Fitness

- A workout **Fitness Centre** to accommodate drop in weights, stretching, fitness, and healthy living programming.
- A **Fitness Oriented Multipurpose Room** that can accommodate a wide range of programming including activities such as dance, martial arts, yoga, and aerobics.
- Access to a **Gymnasium** to accommodate demand for pickleball, volleyball, and basketball, as well as the opportunity for hosting events, drop-in programs, providing opportunities for families and youth, and providing more activities during the winter. Since some access can be accommodated by the proposed replacement School Gymnasium, a new, dedicated Gymnasium for the District of Summerland will be explored as an enhancement project.

### Youth & Families

- A **Youth & Family Oriented Multipurpose Room** that can accommodate a wide range of programming including childminding, family programming, and youth programming and seniors’ activities. Although titled “Youth & Family”, with a dividable partition, this space can be truly multipurpose with concurrent programming to accommodate needs of the wider community from children to seniors.

## SECONDARY FINDINGS BASED ON THE ENGAGEMENT PROCESS

The following needs were recorded during the engagement process, but are considered to be enhancements or optional additions to the recommended core program. These needs can be accommodated by adding the respective spaces to the core project.

### Enhancement A – Competition Lap Pool

- Additional lanes in the lap pool to result in an **8-lane lap pool**, large enough to hold provincial competitions at this facility. This will also offer more recreation lap lanes during simultaneous programming in the lap pool.

### Enhancement B – Primary Health Care

- A **Primary Health Care Facility** co-located with the Summerland Community Recreation Centre large enough to provide a comprehensive building for physicians and allied health.

### Enhancement C – Licensed Childcare

- Add a **Licensed Childcare**. Subject to the findings of a childcare study being undertaken separately, this option illustrates childcare for 12 toddler daycare and 25 preschool daycare children.

### Enhancement D – Dedicated Full Size Gymnasium

- A dedicated full size community **Gymnasium** that will accommodate dedicated programs during all hours; including hours currently unavailable due school use of their gymnasias.

### Enhancement E – Tennis Centre

- A dedicated 3 court **Tennis Centre** for tennis and racquet sport use. It is expected that, at times, this space would also be available for additional programming such as summer camps. Included in this option is a **Walking Track** as this building component would accommodate a track in a straightforward manner.

## FOLLOW-UP SURVEY

A follow-up online survey was conducted to gather public responses to the Core and Enhancement Program options. The survey included information found in the next section of this report called “Program and Space Requirements” for public review and comment.

This survey showed that of **the Core Program components, an aquatic centre and a fitness centre, remain the top priorities** for the community, with 77% and 71% responding that they “strongly support” their inclusion, respectively. The other Core Program elements were also “supported” or “strongly supported” by a majority of respondents.

Support for the Enhancement Programs was slightly lower than for the Core Program. However, a majority of respondents indicated they either “strongly support” or “somewhat support” expanding the pool to 8 lanes, including a community gymnasium, and including a licensed childcare.

The indoor tennis centre element was an outlier in this category, with more respondents indicating that they “strongly oppose” or “somewhat oppose” its inclusion than indicating that they “strongly support” or “somewhat support” the tennis centre.

Regarding the Primary Health Care Enhancement, the majority of respondents either “strongly support” (47%) or “somewhat support” (22%) the District exploring a funding and partnership model for the proposed facility, with remainder being “neutral” (12%), or indicating they “somewhat oppose” (6%) or “strongly oppose” (12%) continued exploration of the health facility.

The follow-up survey also asked for any other thoughts, views, or information that would be useful to the project team. Out of 159 responses, the most frequent comments were concerns over the cost of the project (24 responses). This includes worries about the complexity and scale of the project, as well more generalized objections to District spending.

Expressions of general support for the project were also common (19), as were expressions of support for specific program elements, led by support for aquatics facilities (11) and an indoor walking track (9).

The third most common themes were a desire to prioritize aquatics and recreation facilities over health care facilities (13) and expressions of skepticism over the benefits of co-location (12).

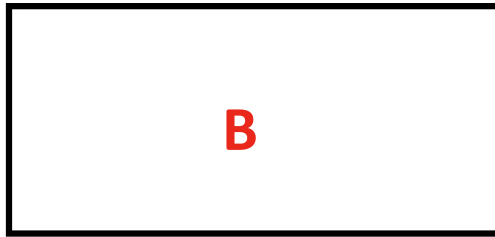
## PROGRAM & SPACE REQUIREMENTS

Based on the Engagement process, the needs of the community were identified and categorized into Core Needs and Secondary Needs. In this section, a **program**, or list of spaces including use and size, is recommended to accommodate the Core and Secondary Needs.

The program is categorized into the following

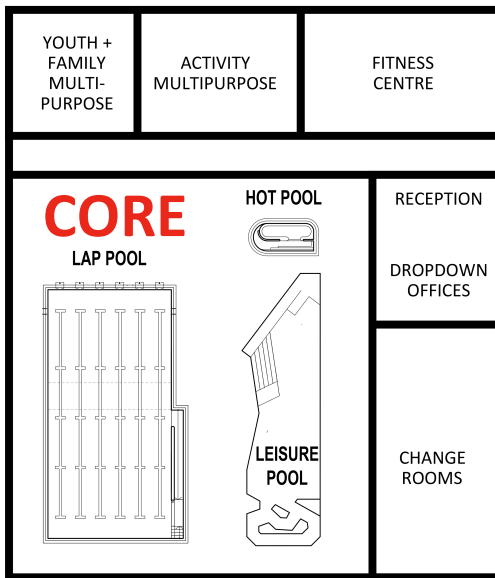
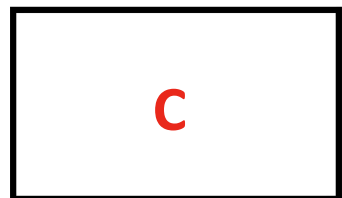
**Core Program** is the list of spaces and sizes to accommodate the highest priority needs. This program is recommended as the minimum size and mix for a replacement to the existing Summerland Aquatic and Fitness Center.

**Secondary Programs** are a series of enhancement program options to further accommodate needs in the community. These programs are described based on opportunities, challenges, cost and benefits to allow District of Summerland Council and decision makers the opportunity to fine tune the breadth of the replacement facility.

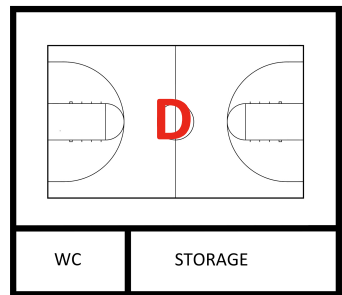


**B**  
**PRIMARY HEALTH CARE**  
 12,500 sf / \$8.0m

**LICENSED CHILDCARE**  
 7,900 sf / \$4.6m

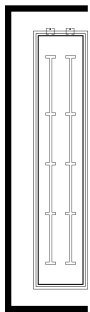


**D**  
**CORE PROGRAM**  
**AQUATICS AND RECREATION**  
 32,800 sf / \$30.0m

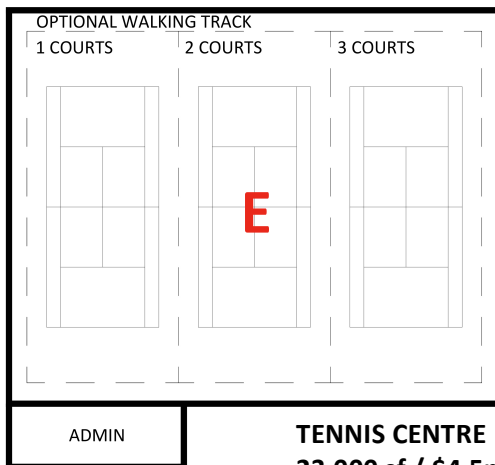


**E**  
**GYMNASIUM**  
 9,500 sf / \$5.5m

**A**



**A**  
**COMPETITION**  
**LAP POOL**  
 2,900 sf / \$2.8m



**F**  
**TENNIS CENTRE**  
 23,000 sf / \$4.5m

## CORE PROGRAM – AQUATICS AND RECREATION

The Core Program accommodates the primary needs for the new Summerland Recreation Centre including a community aquatic centre, fitness-oriented spaces and multipurpose spaces for youth and families. The proposed project would include the following:

### Aquatics

- A free form **Leisure Pool** for leisure swimming, families, and therapeutic use;
- A 25m long, minimum **6 lane Lap Pool** for lap swimming, classes, and families;
- A **Hot Pool** sized to accommodate 20+ people including families;
- Three **Changerooms**: Universal, Men's and Women's for access for all abilities and genders;
- A **Sauna** or **Steam** room with upper and lower benches;
- **Guard and Pool Staff** area with views to the pool deck; and
- Support spaces such as **Storage** and **Mechanical**.

### Recreation

- A **Youth and Family oriented Multipurpose** space, including a dividing partition;
- **Activity Oriented Multipurpose** space for yoga, Pilates, spin, dance, martial arts, etc; and
- **Fitness Centre** with fitness equipment.

### Administration and Support

- A large, welcoming and comfortable **Lobby** and **Pool Viewing** area;
- A **Reception, Admin & Control** area with several workstations adjacent to the lobby; and
- Several **Drop Down Office** spaces appropriate for 2-3 allied user groups such as Recope, physiotherapist and/or swim club.

### Benefits

This core program accommodates the primary needs in the community including a family friendly aquatic centre which includes the key elements of lap lanes, warm water for therapy, and a hot pool; fitness space, and multipurpose space that can accommodate flexible programming for youth, children, family and older adults. The vision of this facility would provide a wide range of recreation opportunities to all members of community of Summerland.

### Challenges

The existing Summerland Aquatics and Fitness Centre is 17,900 sf. This proposed facility is 85% larger than existing and would require a capital investment of about \$30.0M for a core 32,800 SF facility. Capital funding strategies should be reviewed as a next step as well as a on the available properties to confirm viability. In addition, there may be challenges with finding a future site that can accommodate the preferred project with parking.

## AQUATICS AND RECREATION PROGRAM

Space	Area (Net SF)	Description
<b>Aquatics</b>		
Leisure Pool	1,800	Warm water, play features, ramp entry, therapeutic, 3.5' depth max
6 lane 25m Lap Pool	3,500	FINA standards - consider diving, rope swing, climbing wall
Hot Pool	500	Family friendly, seats 20+
Pool Deck	5,800	4'-10' clearances to allow for guarding, classes, and seating
Change & Washrooms	3,700	Universal, Men's and Women's – accessible to all abilities and genders
Sauna or Steam	150	Seats 10
Guard and Staff	1,000	Includes guard station, controls, change, lockers
Pool Storage	800	Dedicated storage for program equipment
Pool Mechanical	1,500	Allow for 2 levels of mechanical dedicated for pool systems
<b>Recreation</b>		
Youth & Family MP	1,200	Multipurpose room for youth, childminding, family programs
Activity MP	1,500	Multipurpose for activities including yoga, dance, martial arts etc.
Fitness Centre	2,500	Fitness and Weights Centre
<b>Admin and Support</b>		
Lobby & Pool Viewing	900	Gathering space for public and viewing of pool programs
Reception	500	Space for up to 3 reception staff near Lobby
Administration	1,000	Five offices, copy, lunch, IT and administration spaces for the facility
Drop Down Offices	500	Allied program support such as Recope, physio, swim club
<b>Sub Total NSF</b>	<b>26,850</b>	This is the total <i>useable</i> area of the facility
<b>Gross Up %</b>	<b>22%</b>	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	<b>5,950</b>	
<b>TOTAL GSF</b>	<b>32,800</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$23.0M	\$700 psf (aquatic + recreation). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$30.0M</b>	Excludes tax and land costs. Assume 2025 construction



The enhanced program for secondary needs have been divided into five options, any of which could be added to the core program to provide additional programming, space, and features for the community.

#### **ENHANCED PROGRAM A – COMPETITION LAP POOL**

Six lane lap pools can accommodate Jamborees meets which are tailored for new swimmers and are usually held in one afternoon. Swimmers can compete in a range of events from 25 metre up to 200 meter races.

Although competitions can be held in six lanes, eight lanes are considered a baseline size for regional and provincial competitions. It might be expected to have several competitions per year running over a weekend for each competition for 200-300 families.

Included in this option is the additional two lanes to accommodate competitions, and extra pool deck and changeroom to accommodate the increased bather load.

#### **Benefits**

The added lanes will add to programming opportunities with continuous lane use, and accommodate regional and provincial competitions.

#### **Challenges**

Aquatic spaces are the most expensive to build and maintain; the additional two lanes add almost 10% to the capital cost budget.

**COMPETITION LAP POOL PROGRAM**

Space	Area (Net SF)	Description
<b>Aquatics</b>		
+2 lane 25m Lap Pool	1,200	Increase from 6 lane to 8 lane Lap Pool
Pool Deck	800	Additional pool deck to accommodate lanes and competition staging
Changerooms	500	Additional change rooms to accommodate bather load requirements
<b>Sub Total NSF</b>	<b>2,500</b>	This is the total <i>useable</i> area of the facility
<b>Gross Up %</b>	16%	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	400	
<b>TOTAL GSF</b>	<b>2,900</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$2.1M	\$750 psf (aquatic). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$2.8M</b>	Excludes tax and land costs. Assume 2025 construction

### **ENHANCED PROGRAM B – PRIMARY CARE**

This option accommodates a complete, new Primary Care Facility to accommodate the residents of Summerland. This facility is intended to provide high quality care, attract and retain new physicians and care providers, augment the health and wellness vision for the entire project; and, ideally, attract grant funding for a comprehensive model for community well being.

Primary Care consists of the day-to-day healthcare given by a family practitioner. This practitioner acts as the first contact and principal point of continuing care for patients, coordinating with specialist care as required.

#### **Benefits**

As discussed with the Steering Committee and various Stakeholders, there is a need for more Primary Care services in Summerland. A 12,500 nsf facility is recommended as a centre that could consolidate and attract physicians and allied health in Summerland providing a central, integrated, and needed service for the residents.

The facility would benefit from a central location in Summerland to provide convenient access for patients. The facility would also benefit from co-location with the future Summerland Community Recreation Centre to offer a holistic health and wellness facility complete with Primary Care, healthy lifestyle, rehabilitation, and therapy – all under “one roof”. However, there are several strategies affecting co-location that could be considered and are described below.

#### **Challenges**

This is not a typical building or program for a municipality to build and manage. Although the use appears to be a need in the community, fundamentally, this project would be an at-risk project dependent on viable tenants and lease arrangements to use the facility. Tenants may, over time, find the built space to be too large, resulting in under-utilization or too small, resulting in moving elsewhere. This space does not translate easily into spaces used by recreation department due to the number and size of required small offices. Future use, if not used by Primary Care, could be used by the municipality or leased.

Based on this, careful consideration of capital and operational funding should be considered in advance of committing to construction.

## When and Where

Although co-location of Primary Care has benefits, there are a number of variable strategies that could be employed.

1. *Co-location and simultaneous build*: This strategy carries the most risk but may also attract the most positive attention for grants or cost sharing from other sources. This strategy results in a comprehensive, attached and co-located *health and wellness* facility offering recreation and health together.
2. *Co-location and phased build*: With this strategy, the Summerland Community Recreation Centre would be designed to accommodate a future co-located Primary Care facility. This limits the initial risk to the core project and leaves the option for future expansion available. There may be less momentum from alternate funding sources for a phased approach, but this could allow the Primary Care portion of the facility to remain an option until funding is secured – perhaps after the Summerland Community Recreation Centre is completed.
3. *Not Co-located*: Downtown Summerland is a walkable community with relatively convenient access to the entire town centre. Based on this *most* of the benefits of proximity of a Primary Care Facility and the Summerland Community Recreation Centre can be realized without actual co-location. This option separates the Primary Care and Recreation projects completely, reducing capital cost and risk. The District of Summerland could, over time, continue to consider whether the municipality is motivated to build a Primary Care Centre or rely on more traditional models outside of municipal effort.

## Summary

There are two benefits to building a combined Summerland Community Recreation & Health Centre as part of this project. Firstly, the new facility would be a model *health and wellness* facility allowing for some synergy amongst the program parts. Secondly, it may allow for some attention from grant sources and government funding to supplement capital costs.

That being said, the benefits to the core project of Aquatics and Recreation are modest relative to the capital costs and risk of building and leasing a Primary Care Facility. It is recommended that the choice to proceed with this Enhanced Program be based largely on the merits of Primary Health Care alone; the benefits to Recreation alone do not warrant the added Enhanced Program.

**PRIMARY HEALTH CARE PROGRAM**

Space	Area (Net SF)	Description
Waiting and Lobby	800	Welcoming and spacious lobby adjacent to reception
Reception	1,200	Space for up to eight assistants
Office	250	Administration office for manager and bookkeeper
10 Small Offices	1,000	Offices for telehealth, counseling, auxiliary health care
4 Shared Offices	1,000	Shared for physicians
24 Exam Rooms	2,000	
Treatment/Procedure	800	Two rooms
Sterilization Room	250	
Kitchen	800	Seats 20
Storage and Laundry	400	
<b>Sub Total NSF</b>	<b>9,500</b>	
<b>Gross Up %</b>	30%	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	3,000	
<b>TOTAL GSF</b>	<b>12,500</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$6.2M	\$500 psf (move-in ready). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$8.0M</b>	Excludes tax and land costs. Assume 2025 construction

### **ENHANCED PROGRAM C – CHILD CARE**

Childcare was noted as a community need in Summerland, as is a consistent trend across British Columbia. In advance of the completion of a dedicated childcare study and report being undertaken during the work in this report, a licensed childcare component typical of other community centres has been added for comparative purposes. The facility is based on Toddler Childcare for 12 and Preschool Childcare for 25 for a total of 37 spots.

#### **Benefits**

The need for more childcare spaces in Summerland was repeatedly underscored in the Engagement Summary. Licensed childcare is often a cornerstone program in community recreation centres offering much needed options for local parents and caregivers.

#### **Challenges**

Operation typically requires a tenant to lease the space and operate the licensed childcare which may required coordination at the outset of the project to ensure that the program is open.

**CHILDCARE PROGRAM**

<b>Space</b>	<b>Area (Net SF)</b>	<b>Description</b>
Toddler Childcare	2,600	Group activity and separate nap space for children between 18 and 36 months of age
Preschooler Childcare	3,500	Group activity and separate nap space for children between 30 months and 5 years of age
Outdoor play space	1,500	Partially covered
<b>Sub Total NSF</b>	<b>6,100</b>	
<b>Gross Up %</b>	30%	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	1,800	
<b>TOTAL GSF</b>	<b>7,900</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$3.5M	\$450 psf (move-in ready). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$4.6M</b>	Excludes tax and land costs. Assume 2025 construction

### **ENHANCED PROGRAM D – GYMNASIUM**

The public can have access to the high school gymnasium outside of school hours of 7:30AM to 9:30PM on weekdays. The available times are limiting and do not provide the comprehensive programming opportunities that are normally expected for community use. Based on this, in order to accommodate the community needs for indoor gym sports and activities, a separate and dedicated community Gymnasium is described below for consideration.

Although there are no rules to dictate the range of sizes for a gymnasium, it is recommended to consider a “full gymnasium” large enough for basketball and numerous volleyball, badminton and pickleball courts. A gymnasium of this size would be about 100' x 70'.

#### **Gymnasium**

- A **Gymnasium** accommodating a high school basketball court, 2-3 volleyball courts, 4-6 badminton and pickleball courts;
- Additional **Changerooms** as required; and
- Storage space for the multitude of activities as required.

#### **Benefits**

A dedicated public gymnasium is a mainstay of community recreation centres and offers numerous opportunities for recreational, fitness, social, and gathering programming opportunities. This space could also be used for banquet of large meetings / gatherings

#### **Challenges**

The gymnasium is an additional capital and operational cost for some duplication in the community. It might not be absolutely necessary if access to school gyms can be secured.



**GYMNASIUM PROGRAM**

<b>Space</b>	<b>Area (Net SF)</b>	<b>Description</b>
Gymnasium	7,000	Full size gym with basketball, volleyball, pickleball, badminton
Storage	1,000	Dedicated storage for gym equipment
Washrooms	500	Additional washrooms to accommodate use
<b>Sub Total NSF</b>	<b>8,500</b>	
<b>Gross Up %</b>	<b>12%</b>	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	<b>1,000</b>	
<b>TOTAL GSF</b>	<b>9,500</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$4.2M	\$450 psf (move-in ready). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$5.5M</b>	Excludes tax and land costs. Assume 2025 construction

### **ENHANCED PROGRAM E – TENNIS CENTRE**

There are several ways to lay out a large interior space for racquet and multipurpose use which range from a dedicated tennis centre with tennis lines only and limited use by other programs, to a multipurpose hall with multiple court layouts and shared use amongst numerous user groups. This option describes a dedicated indoor tennis centre which would likely be used almost exclusively for tennis and would accommodate tournaments.

#### **Tennis Centre**

- **3 Tennis courts** with 50' x 115' allowed per court including runout;
- Admin **Office** area;
- **Universal Washrooms**; and
- **Walking Track** around the perimeter of the courts.

#### **Benefits**

Summerland offers limited facilities for indoor fall and winter activities. Since the closure of Penticton's tennis facility in 2006, the closest indoor facility is located in Kelowna. An indoor tennis facility would draw players from throughout the region. The tennis centre might also accommodate pickleball use, summer youth camps and the potential for a walking track at the perimeter.

#### **Challenges**

Tennis was among the lowest ranking amenities in the Public Survey. Feedback from the Public Survey also voiced little desire to become a regional destination facility. With the largest square footage of all the programs, a Tennis Centre offers one specific use for a large floor area. This does not include ongoing operating costs.

**TENNIS CENTRE PROGRAM**

<b>Space</b>	<b>Area (Net SF)</b>	<b>Description</b>
3 Tennis Courts	17,250	3 courts – each 50' x 115' including runout space
Administration	500	Administration area for office, reception, files
Washroom	300	Washrooms for the facility
Walking Track	3,100	Located at the perimeter of the facility
<b>Sub Total NSF</b>	<b>21,150</b>	
<b>Gross Up %</b>	9%	This includes walls, corridors, service, mechanical, and electrical spaces
<b>Gross Up SF</b>	1,850	
<b>TOTAL GSF</b>	<b>23,000</b>	This is the final size of the building including all net spaces and gross up
Construction Cost	\$3.5M	\$150 psf (move-in ready). Cost to build + change orders
Soft Costs	+30%	Consultant fees, legal, permits, furniture, 10% escalation, contingency
<b>Project Cost</b>	<b>\$4.5M</b>	Excludes tax and land costs. Assume 2025 construction

## **SCHEMATIC COST / REVENUE PROJECTIONS**

In addition to capital costs for the Core Program and each of the enhancements, Operating Costs and Revenue can be projected for further comparison. The following is an analysis based on available cost and revenue reports from the existing Summerland Aquatic and Fitness for 2019.

It is recommended to complete a comprehensive Business Case Analysis in the next steps to increase the precision of these estimates.

### **OPERATING COSTS PROJECTIONS**

The existing Summerland Aquatic and Fitness Centre expenses include the following

- **Payroll:** Includes Administration, Maintenance, Aquatics, Cashier, and Instruction;
- **Utilities:** Includes Water, Gas, Electricity, and Sewer;
- **Mechanical:** Includes Chemicals and Maintenance; and
- **Miscellaneous:** Includes Telephone, Insurance, Small Capital, Supplies, Training, Advertising, Memberships, and Bank Charges/ Interest.

The following assumptions were made for expenses for the **Core Program**

- All expenses are calculated in proportion to the expenses for the existing facility based on relative gross floor area (size) except as noted below.
- Reduce Gas/Electricity expenses by 25% for the new facility for to account for a modern and efficient building design.

The following assumptions were made for expenses for **Enhancement A: Competition Lap Pool:**

- All expenses are calculated in proportion to the expenses for the existing facility based on relative gross floor area (size) except as noted below;
- Reduce Gas/Electricity expenses by 25% for the new facility for to account for a modern and efficient building design; and
- There are no additional Administration or Cashier payroll expenses for this enhancement.

The following assumptions were made for expenses for **Enhancement B: Primary Care:**

- For the purposes of this report, it is assumed that the Primary Care Centre is cost neutral with a Lease Agreement that recovers all expenses including building management payroll costs.

The following assumptions were made for expenses for **Enhancement C: Licensed Childcare:**

- All expenses are calculated in proportion to the expenses for the existing facility based on relative gross floor area (size) except as noted below;
- Reduce Gas/Electricity expenses by 50% for the new facility for to account for a modern and efficient building design, and lower energy compared to the energy needed to operate a pool;
- Allowance of Administration Payroll expense of \$50,000; and
- No expenses for Aquatics Payroll or Chemicals.

The following assumptions were made for expenses for **Enhancement D: Gymnasium:**

- All expenses are calculated in proportion to the expenses for the existing facility based on relative gross floor area (size) except as noted below;
- Reduce Gas/Electricity expenses by 50% for the new facility for to account for a modern and efficient building design, and lower energy loads compared to the energy needed to operate a pool;
- Allowance of Administration Payroll expense of \$50,000; and
- No expenses for Aquatics Payroll or Chemicals.

The following assumptions were made for expenses for **Enhancement E: Tennis Centre:**

- All expenses are calculated in proportion to the expenses for the existing facility based on relative gross floor area (size) except as noted below;
- Reduce Gas/Electricity expenses by 50% for the new facility for to account for a modern and efficient building design, and lower energy compared to the energy needed to operate a pool;
- Allowance of Administration Payroll expense of \$50,000;
- Reduce Maintenance and Cashier Payroll by 67% as this is a large yet simple building;
- No expenses for Aquatics Payroll or Chemicals; and
- Reduce Miscellaneous Expenses by 50% as this is a large yet simple building.

**Operating Cost Projection Summary**

	Payroll	Utilities	Mechanical	Misc	<b>Total</b>
<b>Existing Summerland Aquatic and Fitness Centre</b> 17,900 sf	\$809,000	\$71,000	\$48,000	\$93,000	<b>\$1,021,000</b>
<b>New Summerland Community Recreation Centre Core Program</b> 32,800 sf	\$1,400,000	\$97,000	\$78,000	\$160,000	<b>\$1,740,000</b>
<b>Enhancement A: Competition Lap Pool</b> 2,900 sf	\$71,000	\$9,000	\$9,000	\$13,000	<b>\$102,000</b>
<b>Enhancement B: Primary Care Centre</b> 12,500 sf	\$0	\$0	\$0	\$0	<b>\$0</b> <i>Lease is cost neutral</i>
<b>Enhancement C: Licensed Childcare</b> 7,900 sf	\$142,000	\$16,000	\$9,000	\$41,000	<b>\$208,000</b>
<b>Enhancement D: Gymnasium</b> 9,500 sf	\$160,000	\$19,000	\$11,000	\$49,000	<b>\$239,000</b>
<b>Enhancement E: Tennis Centre</b> 23,000 sf	\$145,000	\$46,000	\$27,000	\$60,000	<b>\$278,000</b>

## REVENUE PROJECTIONS

The existing Summerland Aquatic and Fitness Centre revenue include the following

- Recreation Programs, Special Events, Pool Rentals, Aquatic Fitness, Fitness Room/Pool Passes, Public Swimming, Swim Lessons, and Advertising

The following assumptions were made for revenue for the **Core Program**:

- Recreation Programs would increase in proportion to the revenues for the existing building based on relative gross floor area (size);
- Special Events, Fitness Room/Pool Passes, Public Swimming, and Lessons revenues would increase from existing revenues by 50%; and
- Pool Rentals, Aquatic Fitness, and Advertising would match existing revenue.

The following assumptions were made for revenue for Enhancement **A: Competition Lap Pool**:

- Special Events, Fitness Room/Pool Passes, and Public Swimming, would increase by another 10% from the Core Program revenues; and
- Recreation Programs, Pool Rentals, Aquatic Fitness, Lessons, and Advertising would not increase.

The following assumptions were made for revenue for **Enhancement B: Primary Care**:

- No revenue as the lease is assigned to compensate for expenses only.

The following assumptions were made for revenue for **Enhancement C: Licensed Childcare**:

- No revenue as the lease is assigned to compensate for childcare staff payroll expenses only.

The following assumptions were made for revenue for **Enhancement D: Gymnasium**:

- Recreation Programs, Special Events, Rentals, Fitness, and Drop-in Use (similar to a pool) would increase in proportion to the revenues for the existing building based on relative gross floor area (size).

The following assumptions were made for revenue for **Enhancement E: Tennis Centre**:

- The Salmon Arm Tennis Club has three indoor courts and four outdoor courts. The Club advertises approximately 200 members with membership rates ranging from \$168/year for a student to \$1,167/year for adult. For the purposes of this report, it is assumed that there will be 200 people willing paying an average of \$500/year. A more detailed business case will be able to generate more precision.

**Capital Cost, Operating Cost Projection, and Revenue Projection Summary**

	Capital Project Cost	Annual Expenses Projection	<b>Annual Revenue Projection</b>	Operating Deficit Projection	Deficit per sf
<b>Existing Summerland Aquatic and Fitness Centre</b> 17,900 sf	-	-\$1,021,000	\$391,000	-\$630,000	-\$35 psf
<b>New Summerland Community Recreation Centre Core Program</b> 32,800 sf	\$30.0M	-\$1,740,000	\$610,000	-\$1,130,000	-\$35 psf
<b>Enhancement A: Competition Lap Pool</b> 2,900 sf	\$2.8M	-\$102,000	\$18,000	-\$84,000	-\$28 psf
<b>Enhancement B: Primary Care Centre</b> 12,500 sf	\$8.0M	\$0	\$0	-\$0 Lease is cost neutral	\$0 psf
<b>Enhancement C: Licensed Childcare</b> 7,900 sf	\$4.6M	-\$208,000	\$0	-\$208,000	-\$26 psf
<b>Enhancement D: Gymnasium</b> 9,500 sf	\$5.5M	-\$239,000	\$110,000	-\$129,000	-\$14 psf
<b>Enhancement E: Tennis Centre</b> 23,000 sf	\$4.5M	-\$278,000	\$100,000	-\$178,000	-\$8 psf



## CURRENT TRENDS

There are trends in recreation and culture that could be considered as this project progresses. These trends are accommodated where possible in the recommended Core Program and it is recommended that these trends and others identified in the future be incorporated into a project vision at the beginning of schematic design.

### **Social Spaces**

Social isolation is a growing concern in our time, therefore offering numerous opportunities for socialization: both casual and programed is a critical counterbalance to loneliness. New facilities often include non-programed social space for casual social and community gathering including generous and comfortable lobbies and corridors with opportunities for seating and gathering and corridors designed for meeting and gathering. Optional inclusion of a cafe for healthy food and beverage options activates and provides a hub of gathering for the space.

### **Loose Fit**

Loose fit is a general trend that applies to the ability to utilize an asset in different ways over time. Loose fit anticipates future unknown building modification and programming directions and is a recommended design principle to help create buildings with longevity and that can be modified easily to facilitate the community spaces and needs of the future.

### **Universal Washroom & Change Rooms**

Facilities should be designed for all abilities, gender, age and social group. This includes washrooms and change facilities. Offering universal choices and accessibility that meet or exceed the building code for all throughout the facility is critical. In addition, facilities may include specialized change rooms and washrooms to accommodate at risk or vulnerable populations.

### **Rentable Drop-Down Spaces**

As density increases and dwelling sizes decrease, the demand for speciality spaces outside the home increases. Flexible multipurpose rooms can be used for a variety of activities for the public. These spaces can be booked / rented in advance of meetings, music jams, or as offices spaces for varying blocks of time. In the Core Program for the new Summerland Community Recreation Centre, 500 square feet has been allocated for 2-5 of these spaces as deemed required in future phases including space for the swim club and Recope.

## CONCLUSIONS

The community engagement process revealed the following themes as most important for recreation centre users:

- Be inclusive and welcoming of all people, ages and abilities
- Encourage active lifestyles
- Be flexible to meet community needs over time
- Create a central community hub
- Bring positive economic benefits
- A high quality facility

A Core Program was developed based on these themes, with a total space recommendation of 32,800 gross square feet and a Project Cost of \$30.0m. The Core Program includes the following spaces in net square feet:

### **Aquatics (17,750 sf):**

- Leisure Pool (1,800 sf)
- 6 Lane Lap Pool (3,500 sf)
- Hot Pool (500 sf)
- Deck (5,800 sf)
- Change rooms (3,700 sf)
- Steam or Sauna (150 sf)
- Guard and Staff (1,000 sf)
- Pool Storage (800 sf)
- Pool Mechanical (1,500 sf)

### **Recreation (5,200 sf)**

- Youth and Family Multipurpose Space (1,200 sf)
- Activity Oriented Multipurpose Space (1,500 sf)
- Fitness Centre (2,500 sf)

### **Public and Support (3,900 sf):**

- Lobby / Pool Viewing (900 sf)
- Reception (500 sf)
- Administration (1,000 sf)
- Drop Down Offices (500 sf)

Five Enhancement programs were developed with a range of sizes and costs. The Enhancement Programs further accommodate the needs of Summerland. The Enhancement Programs includes the following spaces in net square feet unless otherwise noted:

**A: Upsize to an 8 Lane Lap Pool (2,900 gross sf) for \$2.8m**

- 2 Additional Lap Lanes (1,200 sf)
- Additional Deck Space (800 sf)
- Additional Change Room Space (500 sf)

**B: Primary Health Care (12,500 gross sf) for \$8.0m**

- Waiting and Lobby (800 sf)
- Reception (1,200 sf)
- Office (250 sf)
- 10 Small Offices (1,000 sf)
- 4 Shared Offices (1,000 sf)
- 24 Exam Rooms (2,000 sf)
- Treatment / Procedure (800 sf)
- Sterilization Room (250 sf)
- Kitchen (800 sf)
- Storage and Laundry (400)

**C: Licensed Childcare (7,900 gross sf) for \$4.6m**

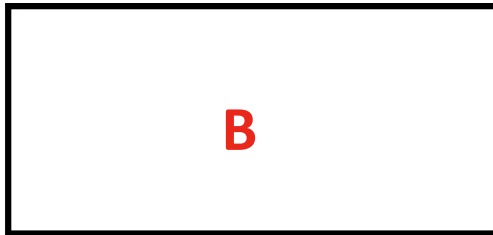
- Toddler Daycare (2,600 sf)
- Preschool Daycare (3,500 sf)
- Outdoor Play space (1,500 sf)

**D: Gymnasium (9,500 gross sf) for \$5.5m**

- Gymnasium (7,000 sf)
- Storage (1,000 sf)
- Washrooms (500 sf)

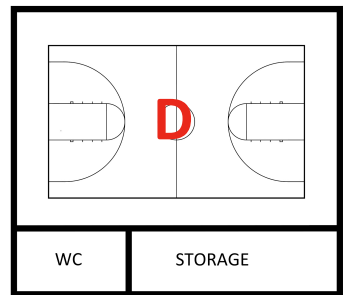
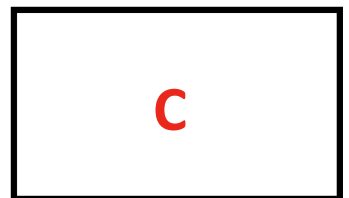
**E: Tennis Centre (22,100 gross sf) for \$4.5m**

- 3 Tennis courts (17,250 sf)
- Administration (500 sf)
- Washroom (300 sf)
- Walking Track (3,100 sf)



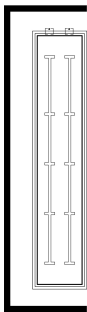
**B**  
**PRIMARY HEALTH CARE**  
 12,500 sf / \$8.0m

**LICENSED CHILDCARE**  
 7,900 sf / \$4.6m

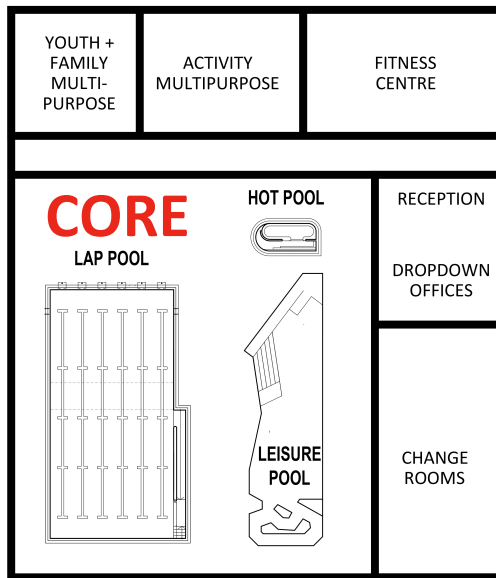


**D**  
**GYMNASIUM**  
 9,500 sf / \$5.5m

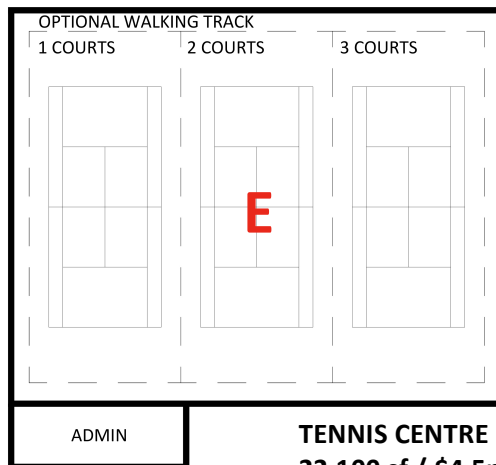
**A**



**COMPEITION LAP POOL**  
 2,900 sf / \$2.8m



**E**  
**CORE PROGRAM AQUATICS AND RECREATION**  
 32,800 sf / \$30.0m



**E**  
**TENNIS CENTRE**  
 22,100 sf / \$4.5m

## NEXT STEPS

The following “Next Steps” and Milestones are recommended in the pursuit of a replacement Summerland Community Recreation & Health Centre.

### Milestone 1

Receive and Review the completed Needs Assessment Report

- **Step 1.1**  
Council and Staff to review the Conclusions and Recommendations in the Needs Assessment. Any notes or questions can be reviewed with the Consultants or recorded for future review.
- **Step 1.2**  
Council and Staff to review which of the Enhancements should be included and if any of the Enhancements can be eliminated from the “Summerland Community Recreation & Health Centre” project. Enhancements may be eliminated outright or deferred to separate projects at a future date. Enhancements including the Primary Health Care Centre, Childcare, Gymnasium, and Tennis Centre can be separate projects except Enhancement A: Competition Lap Pool which should either be integrated into the planning and construction of this facility or removed from the project.
- **Step 1.3**  
Council and Staff to determine if more information is desired or required to aid in further decisions regarding the Enhancements. The following studies might be recommended to aid in the decision process:
  - **Enhancement B Primary Health Care**  
Complete an Operational Model, Governance Strategy and Business Plan for the Primary Health Care Centre outlining the partners, parties, lease rates and terms, allocation of risk, allocation of capital and operational funding, grant sources, and other funding sources.
  - **Enhancement C Licensed Childcare**  
Review the Childcare Study due for completion at the end of March 2021

- **Step 1.4**

Undertake a discussion of capital costs and referendum strategies. A successful referendum typically includes an ask that is supportable by the community. The follow-up survey included open comments from participants, the most frequent of which were a prioritization of the aquatics and recreation and concerns over the cost of and scale of the project. Based on this, it appears that proceeding with the Core Program would meet with a high level of support with the risk of reduced support with multiple added Enhancements.

- **Step 1.5**

Council and Staff to determine, as best as able, the preferred Core Program and preferred Enhancements for the upcoming Feasibility Study. It is reasonable to categorize the Enhancements as any of the following:

- **Must Have** = Enhancements that should be considered part of the Core Program and included in the design and construction of Summerland Community Recreation & Health Centre. There may be none that meet this requirement.
- **Maybe Have** = Enhancements that could not be eliminated or deferred outright and require further investigation before a final decision is made.
- **Future Have** = Enhancements that will likely be deferred or phased but should be planned for in the design of the first phase of the Summerland Recreation & Health Centre for future phasing.

The preferred Core Program and preferred Enhancements would take into consideration the following:

- Project scope that is appropriate for the community of Summerland;
- Project that addresses the key needs and gaps in the community;
- Relative capital costs, operations costs, and revenues;
- Enhancements that bolster the chance of a successful referendum; and
- Possibility of separating the Enhancements and Core Program onto different sites.

- **Step 1.6**

Staff to prepare an RFP for consultants to complete Feasibility and Site Fit Study including:

- Program confirmation of the (revised) Core Program and phasing strategies;
- Investigation and options to clarify any of the “Maybe Have” enhancements;
- Concept Options of various layouts for review;
- Site Fit Study for potential sites including zoning, parking, phasing, fit, and connections;
- Review of options of separating the Core Program and Enhancements onto different sites;
- An iterative collaborative process to reach consensus on a Preferred Option and Site;
- Stakeholder Engagement;
- Open House to report to the public;
- Class C Cost Estimate;
- Phasing and demolition options at the existing facility; and
- Referendum Package.

**Milestone 2**

Contract with consultants to complete the Feasibility and Site Fit Study

**Milestone 3**

Coordinate and implement the Referendum process.

**Milestone 4**

Contract with consultants to complete the detailed design and proceed to construction.

**Milestone 5**

Project construction and completion.

## RECOMMENDATIONS

The consultants have the followings recommendations.

Firstly, it is recommended for Staff and Council to follow the “Next Steps” in the previous section to provide a clear scope for the upcoming Feasibility Study. Ultimately, the scope extent is to be supported by the District of Summerland Council and Staff.

For consideration, the consultants for this Needs Assessment Report recommend the following choices based on professional experience and review of the needs in the community.

- **Include the Core Program in the Feasibility Study.**  
This core project is the minimum recommended project to accommodate the needs of the community now and in the future. It includes spaces to accommodate the greatest needs in the community and largely replace those components that will be lost when the existing facility is closed.
- **Eliminate Enhancement A - Competition Lanes from Feasibility Study.**  
The consultants recommend that the amount and variety of pool water in the Core Program is appropriate for the community size. Although Provincial Competitions are a positive opportunity, there are numerous opportunities for these competitions to be held in Penticton and Kelowna. The new 6-lane pool will be designed to accommodate local and regional competitions.
- **Separate Enhancement B – Primary Health Care into a separate project.**  
This appears to be a strong need in the community and is supported by residents and local physicians. This project does not necessarily need to be connected to the replacement Summerland Community Recreation & Health Centre as it relates to construction, funding, or timing. Based on this, it is recommended to link the Primary Health Care Centre and Summerland Community Recreation Centre projects only if there is funding support specifically for a *co-located* project. Also, there would need to be a site large enough to accommodate the co-located project.



- **Consider including Enhancement C – Childcare in the Feasibility Study**  
If the upcoming Childcare Study shows a clear need for childcare and Staff and Council are supportive of municipal investment, linking childcare with the replacement Summerland Community Recreation & Health Centre would be recommended and would offer good opportunities for family use of the overall facility. This enhancement might be considered a “Maybe Have”.
  
- **Include Enhancement D – Gymnasium in the Feasibility Study (possibly phased)**  
Access to a gymnasium was a key finding of the engagement and offers a wide range of recreation and social activities to the community. Based on these merits, support in the engagement, and the relative challenges of community access to the local school gymnasias, it is recommended to include this Enhancement as a “Must Have” or “Future Have” option for the Feasibility Study.
  
- **Separate and Defer Enhancement E – Tennis Centre to a future project**  
Relative to the needs and gaps identified in this project, a tennis centre ranked below the others noted in the Core Program and other Enhancements in both surveys. Based on this, it is recommended to separate this project from the Summerland Community Recreation & Health Centre replacement project.

In summary, the consultants recommend proceeding to a Feasibility Study for the project including the Core Program. The study might also include the Gymnasium and Childcare Enhancements in that order of priority.

# District of Summerland

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Consultation, Engagement & Needs  
Assessment for Summerland Community  
Recreation & Health Centre

## Community Engagement Summary

LEFS  
ASSOCIATES

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Final Engagement Summary

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January 2021

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## APPENDICES

A – Online Survey Full Results

B – Public Open House Summary

C – Stakeholder Questionnaire Summary

D – Stakeholder Workshop Summary

E – Follow-Up Online Survey Full Results

# 1 INTRODUCTION

## 1.1 PURPOSE & KEY GOALS

The District of Summerland has identified the need for the replacement of the Summerland Aquatic & Fitness Centre and are exploring the inclusion of a Primary Care Health Centre as one of Council's Strategic Priorities. A robust public engagement program was included to provide a summary of community needs and priorities for recreation and health services and their associated spaces. The results in this report serve as an important first step towards the goal of replacing the Summerland Aquatic & Fitness Centre. They also identify community priorities for other community services and facilities that could be co-located with a new Community Recreation Centre.

During the development of the study, residents, facility users, and stakeholders could provide input on:

- The community's **vision for the project**;
- The community's **needs** for aquatics, indoor recreation, health care services, wellness services, and other services for children, seniors, and youth, as any **barriers to accessing** these services;
- **Partnership opportunities** within the community and stakeholders;
- **How to pay for new facilities**, and
- Proposed **core and secondary program options**.

The engagement program includes two rounds of engagement:

1. Exploration of community needs and priorities – summarized in Sections 2 and 3, and
2. Community review of the Program and Space Requirements Report – summarized in Section 4.

## 1.2 ENGAGEMENT ACTIVITIES & PARTICIPATION

The following engagement activities were completed as part of the community engagement process.

### 1.2.1 PUBLIC ENGAGEMENT

An **online survey** was available on the District of Summerland’s website from September 15<sup>th</sup> to October 4<sup>th</sup> and gathered **620 responses** from members of the public. Detailed results are available in **Appendix A**.

The District also hosted an online **Open House** on September 24<sup>th</sup> from 4:00 to 7:00pm. A total of **20 people** participated. The Open House took place on Zoom and included opportunities for participants to ask questions and share feedback and concern with the consulting team and District of Summerland staff. Feedback was captured during the open house using an online whiteboard (MURAL).

Feedback, discussion topics, and questions from the Open House are provided in **Appendix B**.

A **follow-up online survey** was conducted to gather feedback on the core and secondary program options presented in the Program and Space Requirements Report. This survey was available on the District’s website from December 16<sup>th</sup> to January 4<sup>th</sup> and gathered 386 responses. Detailed results are available in **Appendix E**.

### 1.2.2 STAKEHOLDER ENGAGEMENT

Stakeholders were identified by District of Summerland staff and the project Steering Committee, as well as the consulting team. Stakeholders were invited to complete a **stakeholder questionnaire** to provide information about their organization, future needs, potential partnerships, and understanding of their membership’s preferences for how to pay for a new facility. The results from the stakeholder questionnaire are summarized in **Appendix C**.

The project team also hosted **stakeholder workshops** with the **Parks and Recreation Commission** and **stakeholders** from a range of user groups. These included:

- Parks and Recreation Commission Workshop – August 24<sup>th</sup> – 8 members
- Community Organizations Workshop – August 25<sup>th</sup> – 7 participants
- Aquatics and Recreation Organizations Workshop – August 25<sup>th</sup> – 6 participants
- Medical Stakeholders Workshop – September 23<sup>rd</sup> – 4 participants

Feedback from these stakeholder workshops was captured using an online whiteboard and is provided in **Appendix D**.

### 1.2.3 PENTICTON INDIAN BAND

The District initiated engagement with the Penticton Indian Band and had an initial meeting with PIB staff. Information was provided including the project background, process and overview. PIB confirmed

the importance of the location and context of the future facility and expressed interest in exploring the project's relevance and importance to PIB Council, elders, and members and potential opportunities. How further engagement will proceed is an ongoing process and discussion with PIB.

## 1.3 PUBLICITY & OUTREACH

### 1.3.1 PROJECT WEBPAGE

The District of Summerland created a project webpage that included an overview of the project, key dates, engagement opportunities, and other relevant information. The online surveys were promoted through social media and made available on the project webpage.

### 1.3.2 SOCIAL MEDIA

In addition to advertising the online survey, links to the **project website** and invitations to **engagement events** were posted on the District’s social media platforms of Facebook and Twitter throughout the engagement period.

### 1.3.3 EMAIL NOTICES

A stakeholder list was created from existing contact information of community organizations, interest groups, partner organizations, and other organizations. This list included **108 stakeholder organizations** and was used to provide notices about the project, links to the project webpage and online survey, and to encourage attendance at the open houses. Helping spread the word about the project and opportunities to participate was also encouraged.

The District of Summerland also established a project email list of anyone who wanted to receive updates.

### 1.3.4 OTHER OUTREACH

Engagement opportunities were also promoted through the District of Summerland’s Monthly Utility newsletter, with 5,900 printed and digital each month.



## 1.4 EVALUATION METRICS

	Metric	Target	Actual
<b>Process</b>	# of participants in remote workshops	100	<ul style="list-style-type: none"> <li>Stakeholder workshops – 25 participants</li> <li>Public open house – 20 participants</li> </ul>
	# of completed surveys	200 per online survey	<ul style="list-style-type: none"> <li>620 responses to the initial survey</li> <li>386 responses to the follow-up survey</li> </ul>
	# of completed stakeholder questionnaires	50	<ul style="list-style-type: none"> <li>108 sent; 38 responses</li> </ul>
	# of people on email distribution list	150	<ul style="list-style-type: none"> <li>108 stakeholders</li> <li>49 public</li> </ul>
	Social media reach	None specified	<ul style="list-style-type: none"> <li><b>12,689 total impressions</b>, including:                             <ul style="list-style-type: none"> <li>7249 impression/4 posts - District of Summerland FB page</li> <li>5440 impressions/3 posts - Summerland Recreation FB page</li> </ul> </li> </ul>
	Representativeness of participants surveyed	Participants generally represent Summerland’s demographic make-up	<ul style="list-style-type: none"> <li>The demographics of survey respondents were generally representative of Summerland as a whole except for:                             <ul style="list-style-type: none"> <li><b>Gender:</b> Females were overrepresented among survey participants (76% in the initial survey, 66% in the follow-up survey, 54% in Summerland)</li> <li><b>Respondents with children in home</b> were overrepresented (43% in the initial survey, 47% in the follow-up survey, 28% in Summerland)</li> <li><b>Age:</b> People under 18 and people over 75 were underrepresented, while people 35 to 44 were over-represented.</li> </ul> </li> </ul>
<b>Results</b>	Outputs and outcomes achieved from the engagement.	<ul style="list-style-type: none"> <li>Stakeholders and rec centre users were aware of the process</li> <li>The public were aware of the process</li> <li>Most participants felt that their input affected the outcome</li> </ul>	Feedback on the engagement process has been positive and there were higher numbers of responses to the surveys than anticipated. Extensive outreach was done by the District of Summerland to promote the process and notify the community of their opportunities to

		<ul style="list-style-type: none"> <li>▪ A well-supported Needs Assessment</li> </ul>	<p>participate. The Needs Assessment links directly back to stakeholder and public input.</p>
	<p>Lessons learned from the engagement</p>	<ul style="list-style-type: none"> <li>▪ Participation was a concern during Covid-19 Provincial Health Order restrictions on in-person gatherings</li> <li>▪ There was concern about the public’s understanding of the healthcare options and considerations.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Participation goals were met, providing assurance that the engagement can be relied upon despite requiring online techniques rather than in-person meeting.</li> <li>▪ While there remains some uncertainty around the healthcare component of the project, the engagement process achieved an increase in awareness and understanding of the health care issues and overall demonstrated public support for exploring funding options.</li> </ul>

## 2 RESULTS

The following sections describe the key results by topic, pulling together the results from all engagement activities except the follow-up survey, which is summarized separately. Full details on the results of individual engagement activities are provided in **Appendices A, B, C, D and E**.

### 2.1 INDOOR RECREATION & COMMUNITY SERVICES

#### 2.1.1 VISION

The **public online survey** and **stakeholder questionnaire** asked what best describes respondents' hopes for an aquatics and indoor recreation facility in Summerland. In the **stakeholder workshops**, we also asked for key vision words.

- The community vision for aquatics and indoor recreation from the survey, stakeholder questionnaire, stakeholder workshops, and open house are captured, roughly in order of importance, in the following categories. Overlapping vision words and terms included within each category are listed under each category.
  1. **Be inclusive and welcoming of all people, ages and abilities**
    - Inclusive, All ages, Accessible, Multigenerational, Affordable
  2. **Encourage active lifestyles**
    - Wellness for Life, Facilitating activity, Recreation = Health, Empower people through recreation, promote active and healthy living
  3. **Be flexible to meet community needs over time**
    - Multifunctional, Multipurpose, Flexible, Adaptable to community needs
  4. **Create a central community hub**
    - Centralization, Central Hub for the community, Core Hub, Complete, Central and Connected, One Stop Shop, Convenient, Together
  5. **Bring positive economic benefits**
    - Economic opportunities, catalyst for downtown, holistic cost-benefits, practical
  6. **A high quality facility**
    - Be something our community takes pride in, Engaging, Unique, Innovative, Modern, Sustainable and Green
- Within the public survey, the lowest priorities were:
  7. **Being a cultural and arts space** and
  8. **Being a regional draw.**

- Select survey responses highlighting the potential of a new community centre:
  1. *“I feel that a recreation centre that provides services across the age spectrum makes us a healthier community and will help make Summerland a place to bring up kids, provide healthy opportunities for our youth, adults, and seniors.”*
  2. *“It promotes a healthy lifestyle which promotes a healthier community.”*

## 2.1.2 AQUATICS

- In the **public survey**, we asked what **indoor recreation spaces were missing or in need of expansion** in Summerland. **Aquatics** was the number one response (68%).
  1. Regarding what **amenities and options** were most important to provide in a new pool, there was strong support for:
    - A fun place for kids and families,
    - Leisure swimming, and
    - A hot tub.
  - *“Having a pool is very important for quality of life here in Summerland.”*
- The Orca Swim Club, aquatic fitness users, rehabilitation users, and lap swim/recreation users were identified as **key stakeholders for aquatic services** due to their frequent use of the pool. These stakeholders have specific facility needs in order to deliver their programs and meet the demand for these activities in the community. The **following features** had **broad agreement**:
  1. In line with the key vision themes, there was support for improved **accessibility, aquatic access** options, **inclusive change rooms** and **family change room** options.
  2. It was highlighted that aquafit and rehabilitation programs need **a variety of depths** to serve the range of abilities of those who participate. Aquatic fitness and rehabilitation programs such as aquafit and recope are an important opportunity for seniors and those recovering from injuries or other health issues to stay active and healthy.
  3. A **6 to 8 lane pool** (8 preferred) that meets the requirements for **hosting swim competitions**. Swim meets are an important part of the swim club experience and also helps raise funds for the club. Additional detailed needs were submitted by the swim club.
  4. **More than one pool with different temperatures** – cooler for swim club and lap swim; warmer for rehabilitation, swim lessons, and leisure swimming. Among write-in responses to the public survey, the most common request was for separate temperature pools for laps (cool) and leisure swimming/rehabilitation uses.

- *“I am a mom here, and most of the other mothers recommended to me to ‘Bring your kids to swim in Penticton because it is so much warmer and more enjoyable’. I heard it over and over again when I first moved to Summerland a few years ago.”*

- In the **public survey**, a **sauna** and a **steam room** were the **least important amenities**. While these amenities were mentioned by two respondents in the stakeholder questionnaire, they were not mentioned in the stakeholder engagement or public open house. This places them as a lower priority.
- The need for **improving aquatic facilities** in Summerland is also supported by multiple mentions of the need for **more indoor activities** in the winter and **more activities for families with young children**. Pools also provide a low-impact exercise option, which can help address the needs of the aging population.

### 2.1.3 GYMNASIUM

- Addition feedback about what **indoor recreation spaces were missing or in need of expansion** in Summerland speak to the need for a gymnasium and a fitness centre (discussed in section 2.14). **Space for gymnasium sports** (basketball, volleyball, pickleball, badminton, etc.) was in the third most frequent response (51%) after **aquatics** and a **workout/fitness centre**. This is further reinforced through the survey responses asking what indoor recreation and community use spaces are most important, with gymnasium ranking third (3.7 out of 5) after fitness centre and fitness program spaces.
- Through multiple engagement methods, it was identified that there is currently unmet demand for **gymnasium space**.
  1. **Public online survey**: Access to **gymnasium space** was rated as **poor or very poor** by 41% respondents. Only 10% said gymnasium access was good or very good.
  2. **Unmet demand for gymnasium space** was also highlighted in the **stakeholder survey, stakeholder workshops** and the **public open house**, particularly in relation to pickleball, volleyball, and basketball, as well as the opportunity for hosting events, drop-in programs, providing opportunities for families and youth, and providing more activities during the winter.
  3. **School District 67** has indicated that the school gymnasium is currently in use from 7:30am to 9:30pm during the school year, offering minimal opportunity for community access.
- Along with the identified demand, there was **moderate support** for a **dedicated community gymnasium**. A variety of organizations **voiced support** in the **stakeholder survey** and **stakeholder workshops**, including community organizations, health care providers, and recreation groups. Some who were hesitant to support a dedicated community gymnasium suggested that additional access to the school gymnasium may meet existing needs. Stronger support may emerge if, consistent with indications of SD 67, no additional access was realistically available at the school gymnasium or other community facilities.

## 2.1.4 OTHER INDOOR RECREATION

**Fitness facilities**, spaces for **families/children/youth**, and **multipurpose rooms** were all noted as important to the community. Stakeholders highlighted the lack of facility space (58%) and problems with facility design (42%) as factors limiting their organizations from serving more community members.

- **Fitness facilities:** Facilities for fitness, working out, and taking fitness classes topped the list in the public online survey.
  1. **A fitness centre** (i.e. workout space with weights and cardio machines) was the second most frequent reponse for what is missing or in need of expansion (55%) and was ranked highest in importance (4.3 out of 5).
  2. **Fitness programs** were less frequently selected for what is missing or need of expansion (43%), but was ranked second in importance among indoor recreation facilities (4.0 out of 5) after a fitness/workout centre.
  3. The **need for fitness facilities** was less of a priority in the **stakeholders questionnaire** or **stakeholder workshops**, but was still mentioned in every session. There is overlap with health and wellness program space, which was strongly supported by stakeholders in the workshops.
- **Families/Children/Youth:** Family and young child (infant-preschool) drop-in programs were highlighted as a strong need across all engagement methods. Stakeholders noted the need for spaces and programs for children and youth both in the stakeholder questionnaire and workshops. Please see section 2.1.5 for further discussion of community services related to families, children, and youth.
  1. **Youth-oriented programs** were noted by 49% as missing or need expanding and youth drop-in space ranked a close 4<sup>th</sup> in importance (3.6 out of 5) after fitness centre, fitness program space, and gymnasium in the public online survey. Youth services was the top priority for community services to be included in a recreation centre (60%), over and above childcare (53%) and seniors services (40%). The Boys and Girls Club mentioned that they see a very significant demand for youth programs and services and do not have adequate space to meet that demand.
    - *“I have youth and a place to hang out and meet that is safe and fun is always needed”*
  2. **Childminding** (drop-in childcare when parents or guardians are participating in classes or programs) (42%), **Family and child-oriented programs** (38%), **Childcare/daycare programs** (36%) were noted as missing or in need of expansion; Childminding was ranked a close 4<sup>th</sup> in importance and tied with youth drop-in space (3.6 out of 5); Drop-in for child and family activities ranked a close 5<sup>th</sup> (3.4 out of 5). Stakeholders noted the need for family and infant/toddler drop-in programs and daycare/out-of-school care in the stakeholder questionnaire.

- *“There is a definite shortage of daycare for young children here - also since SADI closed, [there is] a lack of youth programming other than the church.”*
- **Multipurpose room:** While multipurpose rooms had lower levels of interest than the spaces above, the support is important, particularly due to its overlap with the demand for spaces for children, youth, and seniors programming and drop-in.
  1. The greatest need was for **medium sized rooms** (sized for 11 to 30 people) for meetings, programs, classes, events ranked 8<sup>th</sup> (3.3 out of 5). The room sizes that ranked lower included smaller rooms (10 people or fewer) (2.9 out of 5); large rooms (31-80 people) (2.8 out of 5); and banquet room (81 people or more)(2.5 out of 5).
  2. Stakeholders noted the need for **meeting rooms, classrooms, event spaces, and community gathering and social areas**. In the stakeholder questionnaire, 4 of 18 organizations mentioned the need for meeting rooms and educational spaces. The existing Resource Centre was noted as already providing space for 16 community organizations. Rooms at a recreation centre should compliment and not replace the Resource Centre.
- **Indoor racquet sport courts:** It is clear there are two significant user groups interested in improved and expanded facilities, pickleball and tennis. Overall, these activities received lower interest and support throughout the engagement activities compared to aquatics, fitness, gymnasium space, and programs/facilities for children, youth, and families. Where these activities can be delivered in multipurpose facilities, there is local demand for both activities and potential for growth and increased participation.
  1. **Indoor tennis** was mentioned numerous times with comments, especially regarding how it would enable more year-round use, be a regional draw, that it could be multipurpose, and highlighting the existing popularity and growth. However, overall, it had lower support than most other spaces. Indoor tennis was lowest on the list of facilities that are missing or in need of expansion in Summerland (17%). It was also ranked last in the priorities for indoor recreation and community use facilities in the public survey (2.3 out of 5).
  2. Support for **indoor tennis** was heard from the Lakeshore Raquet Club in the **stakeholder questionnaire** and **workshop**, but did not elicit strong support from other stakeholders. The tennis club supported exploring how an indoor tennis facility could be multifunctional. There is potential overlap with the demand for pickleball, for example, as both can use the same court space for recreational (rather than competition) courts. While new glass flooring options with LED line markings could allow courts to be used for both tennis and pickleball competitions, wide demand for a competition level facility has not been demonstrated, particularly given the high cost of glass flooring.

3. There was enthusiasm for **pickleball** among survey respondents, particularly in the write-in answers to the **public online survey**. However, as with tennis, when ranked against other indoor recreation priorities, it scored neared the bottom of the list of priorities for indoor recreation and community use facilities (2.7 out of 5). It should be noted that pickleball could be accommodated in a gymnasium or on shared-use tennis courts.

- **Indoor walking track:** The idea of an indoor walking track came up during multiple engagement activities. It was written into the **public online survey** as one of the facilities missing in Summerland and was ranked equivalent to youth drop-in and drop-in childminding as a priority for indoor recreation (3.6 out of 5). It was also mentioned in the **stakeholder questionnaire, stakeholder workshops, and public open house**.

### 2.1.5 OTHER COMMUNITY SERVICES

- There is unmet demand for **youth programs/spaces, childcare, and seniors programs/spaces** indicated in all the engagement activities. The needs of families, children, and youth are highlighted in the previous section.
  1. **Public online survey top priorities:**
    1. **Youth services/dedicated youth space** (60%)
    2. **Childcare/daycare** for 0 to 5-years old (53%)
    3. **Seniors services/dedicated seniors' space** (40%)
  2. Stakeholders such as the Boys and Girls Club noted that there is strong demand for **additional youth spaces** and programs.
- Spaces that allow people to **meet basic needs** (i.e. hygiene, showers, food) and serving new Canadians were also mentioned in the stakeholder workshops as growing needs.
- It was highlighted in the stakeholder workshops that there are already **arts and culture, dance studios, and community kitchens in the community**. It was suggested that a review of existing community kitchens could help determine if they are being fully utilized and meeting demand. There may be design features that are missing in terms of providing nutrition and cooking classes.



## 2.1.6 WILLINGNESS TO PAY FOR INDOOR RECREATION & AQUATICS

- There is **strong support** in the community for replacing the existing Aquatic and Fitness Centre and a willingness to pay including through the following:
  - **Public online survey: 83% strongly support, 10% somewhat support.**
  - **Stakeholder survey: 75% strongly favor, 13% somewhat favor.**
  - There was also support voiced in **stakeholder workshops** and **public open house**.
- **Reasons for support included:**
  - Supporting community health and wellbeing for a wide range of people.
  - Summerland needs to have these facilities, programs, and services in the community (i.e. not rely on Penticton or other facilities in the region).
  - It would attract residents and families to the community.
  - The existing facilities are undersized and in need of replacement.
- **Reasons for not supporting included:**
  - Facilities in Penticton are close enough.
  - Not wanting tax increases.
  - There are other priorities, such as roads and utilities.
- We heard a number of perspectives about whether Summerland should have its own services or rely on neighbouring communities.
  - In **stakeholder workshops**, many clearly highlighted that driving out of the community, to Penticton or elsewhere, for recreation is a **significant barrier** to participation for those most in need of access to programs and services to maintain health and well-being.
  - 17 write-ins to the public online survey argued that **Summerland needs its own facilities**.
    - *“We need facilities in Summerland to encourage community engagement. The more we have to go elsewhere to find services, the less time we have to engage and contribute to our community.”*
    - *“At this time, we feel drawn to use Penticton so facilities, our little town is crumbling.”*
    - *“It’s essential for people to want to live in Summerland to have these types of programs. Otherwise it’s a constant drive to Penticton and might as well move there.”*

- *“Recreation is a vital part of a healthy happy community. I want Summerland to remain an independent community and not a bedroom for Penticton”*
- 4 write-ins argued that facilities in Penticton are close enough and that Summerland’s needs can be met by **facilities in neighbouring communities**.
  - *“Penticton Community centre is 20 minutes away and that is normal for any Canadian centre.”*

## 2.2 PRIMARY CARE & ALLIED HEALTH SERVICES

### 2.2.1 VISION

In the **public online survey** and **stakeholder questionnaire**, we asked what best describes your hopes for Primary Health Care, medical and wellness services in Summerland. We also asked for key vision words in the **stakeholder workshops**.

- The top three answers from the **public survey** were (from multiple choice list):
  1. Timely access to medical services,
  2. Convenient access to walk-in clinic for minor medical problems in Summerland, and
  3. Every Summerland resident has a family doctor or nurse practitioner based in Summerland.
- Slightly lower but still ranked very high in importance were
  4. Access to a wide variety of healthcare and wellness services in Summerland, and
  5. Convenient location.
- In the **stakeholder questionnaire**, the top three answers were (open ended answers)
  1. More access (9/20)
  2. Multi-disciplinary (5/20)
  3. Comprehensive services (5/20)
- In the **stakeholder workshops**, the vision discussion focused on how bringing together different services and practitioners would benefit patients as well as those delivering the services. Many felt it would help attract and retain physicians. The key concepts discussed were:
  1. Benefits of centralization,
  2. Overall benefits to community health, and
  3. Importance of coordination, collaboration, and partnerships.

## 2.2.2 NEEDS & BARRIERS TO ACCESS

In the **public online survey and the stakeholder workshops**, we asked about access and barriers to healthcare service in Summerland. We included consideration of family doctors nurse practitioners, as well as allied health, wellness, and specialized services.

- Across the board, **access rated poorly**. For each category, the weighted averages of responses fell between “poor” and “fair”, with none of the weighted averages showing as “neutral”, “good”, or “excellent”.
- **Access was rated the lowest** for the following:
  - Access to Programs & services for those with learning challenges (1.92)
  - Mental health services (1.99)
  - Programs and services for those with mental disabilities (2.01)
- **Access** to allied health and care professionals (2.99), diagnostic medical labs and testing (2.85), and health services for seniors (2.85) was rated higher than access to **primary care providers** (2.82)
- Most respondents said they and their close family do not experience **barriers to access** (71%). Of those who said they do experience barriers (29%), the most significant barriers to access were:
  1. Finding a practice that is **accepting new patients** (4.5),
  2. Finding access to **walk-in services** (3.9), and
  3. Getting a **doctor’s appointment** when I need it (3.9).
- Less significant barriers were:
  1. Accessing **public transit** (2.9),
  2. Finding **parking** (2.4),
  3. Getting to a **lab or pharmacy** after visiting doctor (2.3), and
  4. **Driving** downtown (1.8).
- The stakeholder workshop discussions verified that there are an estimated **3,000** Summerland residents who **do not have a family doctor**.
- Interior Health verified that there is currently demand for at least **one dedicated mental health practitioner** in Summerland.
- Multiple stakeholders highlighted the lack of **temporary offices** for seeing patients and completing documentation for practitioners who travel to Summerland on an occasional

basis. The **lack of office space** was also highlighted as an issue at the Summerland Health Centre.

- Stakeholders highlighted that those who are most in need are **most affected by the barriers** to access such as travel to other communities, lack of a centralized location, and awareness of services. **Travel to Penticton was mentioned as a barrier** for seniors and in relation to accessing mental health services.
- Comments in the **public online survey** included the following quotes:
  1. *“I have always been referred to programs in Penticton for issues like chronic pain. I don’t know if it’s reasonable to expect a small community to provide everything, but it would be nice.”*
  2. *“Took me 3 years to find a family doctor in West Bank now, have to drive, brutal.”*
  3. *“Family doctor retired, can't find a replacement.”*

### 2.2.3 BENEFITS OF INCLUDING A HEALTH CENTRE WITH THE RECREATION CENTRE

Through the engagement activities, we explored the **potential benefits of locating a primary care health clinic with a community recreation centre.**

- Most respondents to the **public online survey** felt there are **benefits to locating a primary healthcare clinic and a recreation centre together** (55%).
  - Those in agreement cited:
    - **Connections to physiotherapy or rehabilitation** (21 comments),
    - **Reinforcing the link between physical activity and health** (10),
    - **The appeal of a centralized facility** (8), and/or
    - Having better **access to a range of services** and healthcare providers (7).
  - We also explored this question with **stakeholders**. Stakeholders noted benefits including:
    1. Destigmatizing **mental health services**;
    2. Better **transitions from health services** to rehabilitation and community wellness programs;
    3. Potential **improved communication** between healthcare providers and other community services; and
    4. **Improved awareness** of the health services available in Summerland.
- It is important to note that **priorities associated with co-location** (“Having these services under one roof” and “Collaboration with recreation centre”) ranked relatively low, suggesting that there is not consensus amongst the public on this approach. Priorities associated with co-location ranked lower than each of the following:
  - **Timely access to medical services,**
  - **Convenient walk-in clinic,** and
  - **Ensuring access to family doctors for all Summerland residents.**
- Some of the comments from the public online survey in **support of co-location** noted the importance of a holistic approach:
  1. *“I think it sends a positive message that correlates activity with health”*
  2. *“If this community had an all-encompassing health, fitness, community hub I would go so much more often.”*
  3. *“A centre that is a holistic hub for wellness makes sense. If people can access medical, rehabilitation, and fitness services under one roof, I think mental health will improve as well.”*

- Some comments **supported co-location** with a health and wellness centre geared to **rehabilitation** rather than primary care.
  1. *“The best use of the new Center would be for rehab services and the health professionals that deliver that service. Nurse for RECOPE support. PT/OT for Program delivery. IHA programs such as cardiac rehab. These are the professionals that will actually use the facility. Accommodating Drs and NPs is the wrong direction”*
- Comments from those who **oppose co-location** felt that:
  1. Existing facilities are adequate (12 comments) and/or
  2. The physical connection between health services and a recreation centre is not necessary (10).
    - *“I do not think they belong together. We have troubles getting doctors to come here and there enough spaces for them to practice.”*
    - *“Summerland already has a bunch of healthcare clinics that are quite close to the pool area currently, so I do not think it would be necessary.”*
- **Other concerns** included:
  1. A sense that the lack of doctors was a more important limiting factor than the lack of healthcare clinic spaces (5), and
  2. Co-location may put rec centre users at risk of exposure to contagious diseases (5).

## 2.2.4 WILLINGNESS TO PAY FOR PRIMARY CARE HEALTH CENTRE

There is **cautious support** for a primary care centre, and recognition of the need for improvements to health care access. However, there were more people answering “don’t know” and “not sure”, as well as many concerns and questions.

- **Public Online Survey:** 23% support significant District taxpayer funding; 37% support moderate District taxpayer funding; 20% opposed to any or limited District funding; Stakeholder Survey: 50% strongly support District investment as part of a joint project/partnership.
  1. Supporters cited the need for services in Summerland (4), especially given its aging population (3).
    - *A representative comment was: “No one should go without access to a regular Dr, especially in a retirement town where medical history is substantive and important for Dr to know.”*
  2. Those who did not support this initiative expressed concern about the DoS funding healthcare, which is traditionally a Provincial responsibility (8), and usually provided by for-profit entities at the primary care level (9).
  3. Other responses cited the need for additional information to form an opinion, particularly around funding models, partnerships, funding availability, and tax implications. Many concerns around the cost, additional tax burden, and affordability, particularly for seniors and low-income people. Some felt existing services are sufficient.
- Similar questions arose with stakeholders. Some saw potential, while some saw no benefits of a physically connected space. Most were curious about what the **partnership, business, and funding models** would look like. Stakeholders highlighted the potential for funding from four different provincial agencies if a **strong partnership model** could be established.
- There were also 12 open comments (Q.16) expressing **support for aquatics and recreation, but not a primary healthcare clinic**.
  1. *“Summerland needs a new aquatic recreation centre. It is vital for the community. The facility should have an up to date pool along with an indoor walking track, a fitness area and community space for programs. It should be a place for all people, not specific community groups. Space should be flexible to accommodate programs for families, youth and seniors. Trying to put healthcare and community services within a recreation facility is a big stretch and it would be awful to see the project not go ahead because the projects weren't compatible...”*
  2. *“The current pool/recreation centre is outdated, too small. I support this investment. I don't think a health centre component is necessary though. There are enough spaces in the small community for the health services to be offered, I don't think they need to be moved/collocated.”*



## 3 ROUND 1 ENGAGEMENT CONCLUSIONS

### 3.1 RECREATION CENTRE

#### 3.1.1 CORE RECREATION CENTRE USES

Across the breadth of the engagement responses and discussions, the following themes emerged as most important for the core recreation centre uses:

- **Aquatic centre** – Replacement and improvement of the aquatic centre is the highest priority of the community. There is demand for a larger pool, more than one pool, a hot tub, and better accessibility. A new pool should accommodate swim competitions, consider proximity of multipurpose rooms to support swim club and rehabilitation programs.
- **Fitness centre** – Replacement of the fitness centre (workout space, cardio machines, and weights) is very important to the community. This facility is further supported by the importance of programs for seniors, rehabilitation programs, and the vision of a facility that supports community health and wellness.
- **Gymnasium** – There is demand for gymnasium space and this is further supported by demand for indoor activities for all ages in fall/winter/spring; event and community gathering space; programs and drop-in for children, youth and families; pickleball; volleyball; basketball; and childcare (could host summer camps). It was noted in the comments that Summerland is the largest community without a community gymnasium. It is unlikely that the School District could meet all the demand for gymnasium space, particularly as the community grows over the next 40-50 years.
- **Fitness program space** – Fitness program space is high on the list of important facilities for indoor recreation. Further support includes the vision for community health and wellness; programs and services for seniors; demand for rehabilitation programs; and demand for dry land training and space for swimmers.
- **Multipurpose rooms** for classes, programs, and meetings.

#### 3.1.2 OTHER COMMUNITY SERVICES

When considering additional community services that could be located within the community centre, the following needs emerged. While they are listed from more prominent to less prominent, it should be noted that there may be additional demand for seniors' services given the lower representation of survey respondents 75 years and older.

1. **Youth programs** and/or dedicated youth spaces
2. **Childcare/daycare** for children up to 5 years old
3. **Seniors' services** and/or dedicated seniors' spaces

## 3.2 PRIMARY CARE HEALTH CLINIC

- There is a demonstrated need for better access to family doctors, timely and convenient walk-in health services, and space for dedicated mental health professionals (Interior Health).
- The main benefits of investing in a health clinic focused on having better access and more coordinated care, improved awareness of health services, improved access by centralizing key health services, and reducing the barrier of having to travel to Penticton for essential health care.
- There was an indication that the community sees potential benefits of co-locating healthcare services with a recreation centre, but there were many questions and concerns that are preventing strong support and willingness to pay by the community. Further clarification of the partnership model, funding, and tax implications is needed before clear direction from the community can be established. With 29% of respondents to the public online survey answering “neutral” to the question of willingness to pay, it is likely that greater cost to tax payers would mean lower support.

## 4 FOLLOW-UP SURVEY

A follow-up online survey was conducted to gather public responses to the core and secondary program options outlined in the Program and Space Requirements Report. The follow-up survey referred to the core and secondary programs presented in the Report, which included a cost estimate and description of each type of space, including uses and size.

### CORE PROGRAM

The follow-up survey showed that an aquatic centre and a fitness centre remain the top priorities for the community, with 77% and 71% responding that they “strongly support” their inclusion, respectively. The other core program elements – medium multipurpose room, large multipurpose room, and lobby, reception, and office space – were also “supported” or “strongly supported” by a majority of respondents.

### SECONDARY PROGRAMS

Support for the secondary programs was slightly lower than for the core programs. However, a majority of respondents indicated they either “strongly support” or “somewhat support” expanding the pool to 8 lanes, including a community gymnasium, and including a licensed daycare. The indoor tennis centre element was an outlier in this category, with more respondents indicating that they “strongly oppose” or “somewhat oppose” its inclusion than indicating that they “strongly support” or “somewhat support” the tennis centre.

### HEALTH CENTRE

The initial Engagement Summary found community support for the concept of an integrated community recreation centre and primary care health centre. However, that support was limited by questions around the potential partnership model, funding opportunities, and tax implications. The Program and Space Requirements Report outlined options for both a co-located and not co-located facility, in addition to providing a cost estimate and a description of the building requirements.

In the context of these outstanding questions about the mechanics of a combined facility, the majority of respondents either “strongly support” (47%) or “somewhat support” (22%) the District exploring a funding and partnership model for the proposed facility, with remainder being “neutral” (12%), or indicating they “somewhat oppose” (6%) or “strongly oppose” (12%) continued exploration of the health facility.

## OTHER THOUGHTS

The follow-up survey also asked for any other thoughts, views, or information that would be useful to the project team. Out of 159 responses, the most frequent comments were concerns over the cost of the project (24 responses). This includes worries about the complexity and scale of the project, as well more generalized objections to District spending.

*Example response:*

*“Concerned re focus on this project to detriment of existing infrastructure like walking trails.... We don’t have the tax base to support this huge project. I support the basic project but the additional facilities are out of reach.”*

Expressions of general support for the project were also common (19), as were expressions of support for specific program elements, led by support for aquatics facilities (11) and an indoor walking track (9).

*Example responses:*

*“Thank you for prioritizing and investing in the health and well-being of the community!!!”*

*“This is something that Summerland needs really bad. There are a lot of families that rely on what is being offered. This is something that I fully support and would use.”*

The third most common themes were a desire to prioritize aquatics and recreation facilities over health care facilities (13) and expressions of skepticism over the benefits of co-location (12).

*Example responses:*

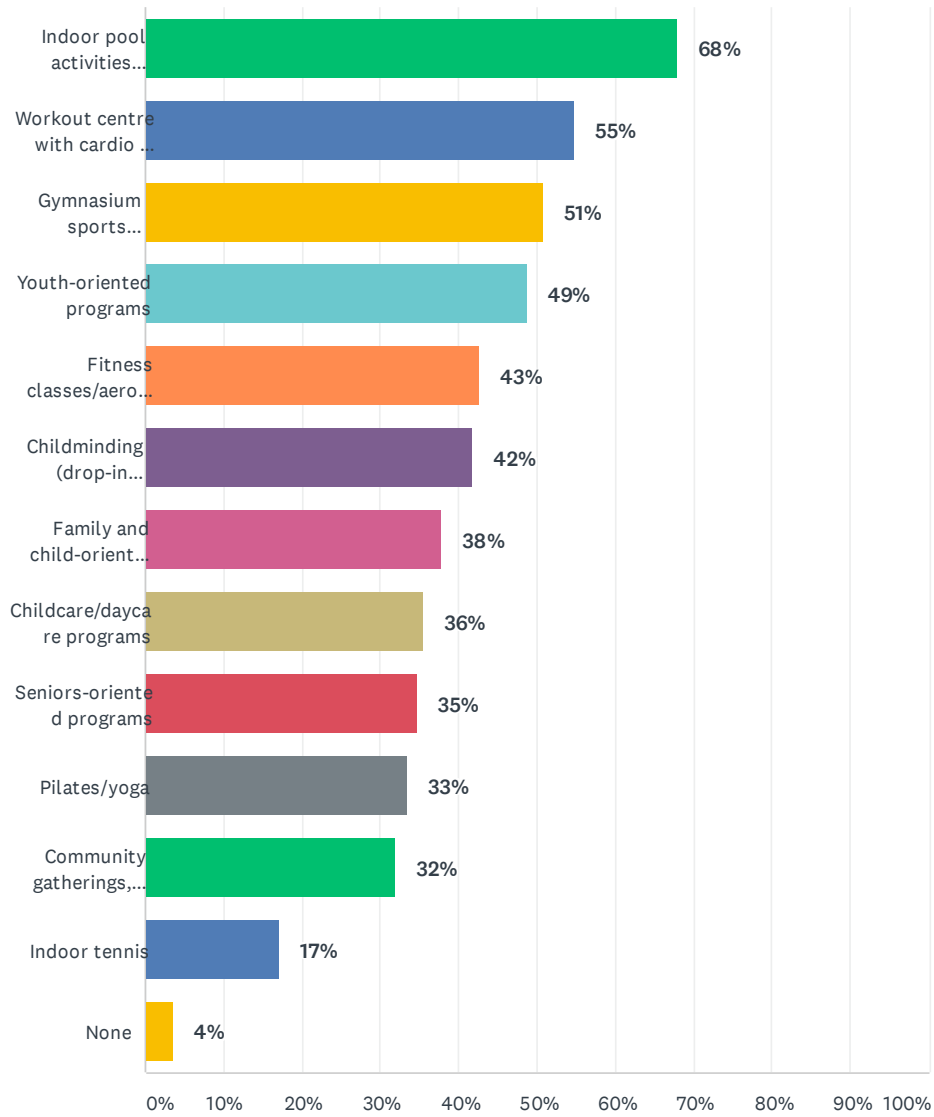
*“I am not convinced we need the medical space, we have a Health Centre already and the few physicians in town do not seem to be in need of private practice space. I do STRONGLY support the need for improved pool and gym space though - my sons both use the pool on a regular basis and i usually use the gym equipment all winter.”*

*“Need to upgrade aquatic centre is obvious but other items will probably impose too great a hardship on local taxpayers.”*

## **APPENDIX A – ONLINE SURVEY FULL RESULTS**

### Q1 What indoor recreation programs or activities do you think are missing or need expanding in Summerland? Select all that apply.

Answered: 618 Skipped: 10



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

ANSWER CHOICES	RESPONSES	
Indoor pool activities (leisure swim, lap swim, aqua-fit, etc.)	68%	420
Workout centre with cardio and strength equipment, weights	55%	339
Gymnasium sports (basketball, volleyball, badminton, pickleball, etc.)	51%	314
Youth-oriented programs	49%	301
Fitness classes/aerobics classes	43%	264
Childminding (drop-in childcare when parents or guardians are participating in classes or programs)	42%	258
Family and child-oriented programs	38%	234
Childcare/daycare programs	36%	220
Seniors-oriented programs	35%	214
Pilates/yoga	33%	207
Community gatherings, festivals, and events	32%	198
Indoor tennis	17%	106
None	4%	22
Total Respondents: 618		

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE DESCRIBE	DATE
1	Pickle ball courts	10/4/2020 9:33 PM
2	Walking pool	10/3/2020 2:00 PM
3	Separate pools for leisure (leisure public, senior recoupe) and sports.	10/3/2020 1:11 PM
4	Regular working adult programs. We aren't all seniors.	10/3/2020 11:50 AM
5	Inclusive swimming access, wheelchair friendly city buildings	10/2/2020 10:48 PM
6	Walking track indoor	10/2/2020 8:06 PM
7	Would love to see an indoor walking/running track.	10/2/2020 4:21 PM
8	Indoor walking track and 8 lanes in the swimming pool so SUMMERLAND can host swim meets. We must have 8 lanes.	10/2/2020 4:07 PM
9	Teens need something indoor. Not enough options for them.	10/2/2020 4:05 PM
10	Indoor winter walking track	10/2/2020 3:12 PM
11	Outdoor Recreation Programs / Environmental Education	10/1/2020 11:10 PM
12	A place of teens to go and hangout like a arcade or big rec space with basketball nets pool table etc.	9/29/2020 5:51 PM
13	Change Rooms!!	9/29/2020 5:22 PM
14	We need a multipurpose area for a variety of pursuits. Yoga, karate, tai chi etc. A space where various community user groups can rent space on a weekly basis. Needle work, painting, etc. Could also be considered. A true community gathering place for a variety of vibrant user groups. Looking to the next question regarding how often I use the present fitness centre, not much but I engage in several other activities that should be housed there but have to be scattered around town because the building is inadequate	9/29/2020 9:13 AM
15	Good walking track for all, especially seniors	9/27/2020 2:05 PM
16	Indoor Walking Track	9/27/2020 1:57 PM
17	Dance Classes: All Ages	9/24/2020 8:03 AM
18	indoor walking track, separate warmer leisure pool - lazy river area/play area, hot cold walking water loop for rehab	9/23/2020 11:05 AM
19	Indoor Pickleball	9/23/2020 8:45 AM
20	Chair yoga for Seniors	9/21/2020 5:11 PM
21	the first three checked items should be expanded, also the sauna	9/21/2020 4:42 PM
22	We need a proper squat rack for our gym to prevent peopld from hurting themselves	9/21/2020 3:03 PM
23	Basketball court	9/21/2020 3:01 PM
24	New basketball coury	9/21/2020 2:43 PM
25	Basketball courts	9/21/2020 2:37 PM
26	Wellness lectures	9/21/2020 2:29 PM
27	indoor pickleball	9/21/2020 6:33 AM
28	Martial arts	9/20/2020 9:16 AM
29	Gym floor hockey for youth.	9/20/2020 7:49 AM
30	Infrared sauna	9/20/2020 12:27 AM
31	Health / spa style (not gym-style) yoga. Yoga is not another form of aerobics.	9/19/2020 5:07 PM
32	Needs a larger swimming area	9/19/2020 3:23 PM
33	Social gathering / club meeting areas (hourly or daily rental basis)	9/19/2020 2:25 PM
34	Indoor track, updated pool with wave	9/19/2020 10:06 AM
35	Moving to Summerland from Ok Falls 4 years ago- Summerland has it all! Haha.	9/19/2020 8:40 AM
36	Sports / rec leagues	9/18/2020 4:03 PM
37	small individual gym space which smaller groups could rent.	9/18/2020 1:04 PM

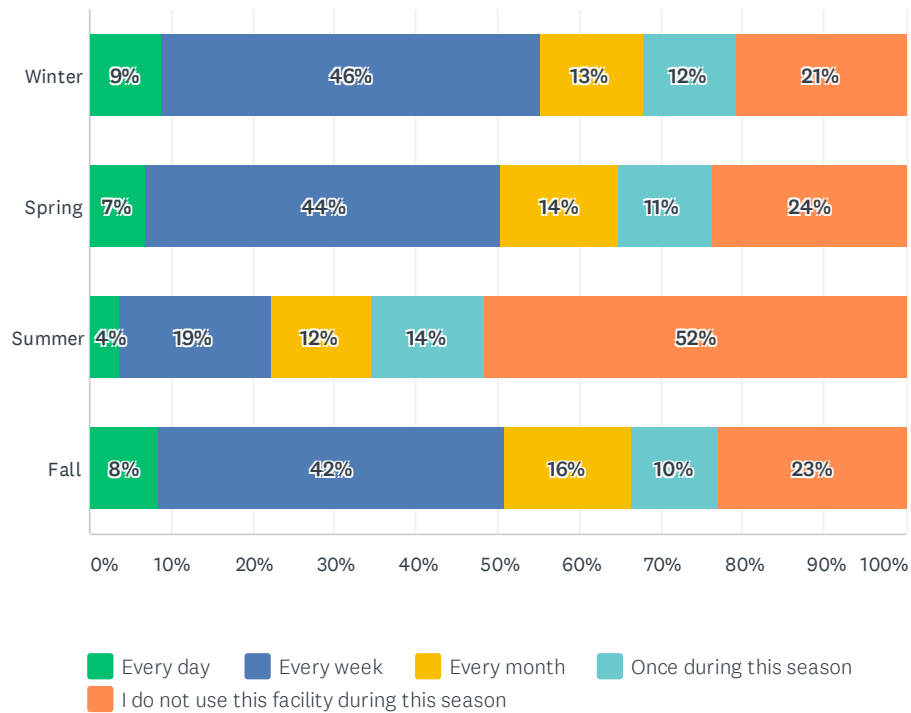


## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

38	Why does Tennis get it's own check box when there at least 3 times as many pickleball players!	9/18/2020 11:20 AM
39	Conference room(s) for workshops, meetings	9/18/2020 8:41 AM
40	Indoor soccer field	9/18/2020 7:27 AM
41	indoor pickleball	9/17/2020 10:51 PM
42	More upto date exercise machines, stair climber, Jacobs ladder ect..	9/17/2020 2:55 PM
43	Gymnastics	9/17/2020 2:51 PM
44	Larger fitness room with updated and more equipment	9/17/2020 1:57 PM
45	24 hr gym for those working shifts	9/17/2020 1:08 PM
46	Bigger space for Recope dry exercises.	9/17/2020 1:00 PM
47	Pickleball, After School programming/childcare	9/17/2020 12:12 PM
48	Indoor walking track	9/17/2020 11:20 AM
49	Walking/running track for winter, would be an excellent and well used addition.	9/17/2020 10:18 AM
50	In door walking track	9/17/2020 9:33 AM
51	indoor walking track for all ages	9/16/2020 9:58 PM
52	QoGong	9/16/2020 5:28 PM
53	Youth mental health that doesn't have a stigma	9/16/2020 5:24 PM

## Q2 How often do you typically use the Summerland Aquatics & Fitness Centre?

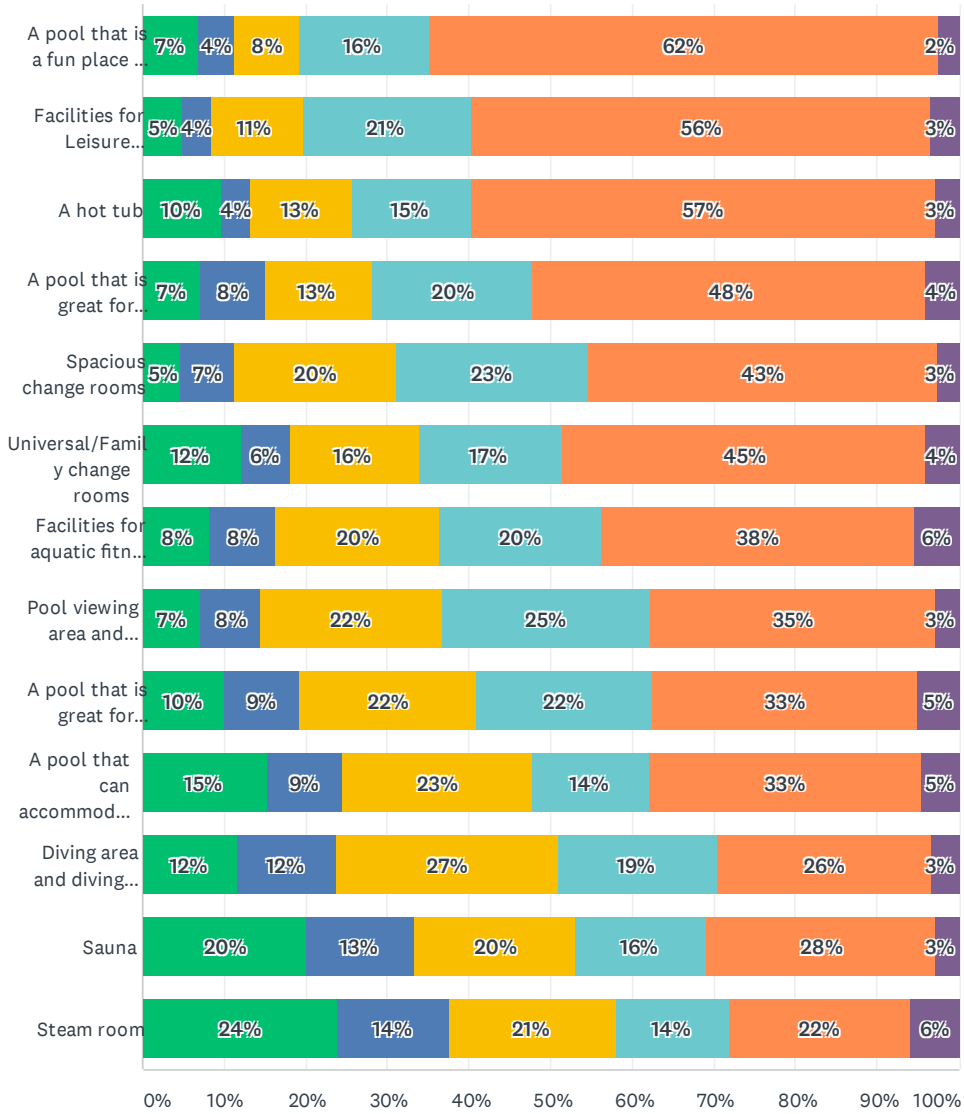
Answered: 612 Skipped: 16



	EVERY DAY	EVERY WEEK	EVERY MONTH	ONCE DURING THIS SEASON	I DO NOT USE THIS FACILITY DURING THIS SEASON	TOTAL	WEIGHTED AVERAGE
Winter	9% 54	46% 281	13% 77	12% 70	21% 125	607	2.89
Spring	7% 41	44% 261	14% 86	11% 68	24% 142	598	3.02
Summer	4% 20	19% 105	12% 70	14% 77	52% 291	563	3.91
Fall	8% 51	42% 254	16% 95	10% 63	23% 138	601	2.97

Q3 Thinking about a pool in a new recreation centre in Summerland, what amenities and options are most important to you? Please rate the following options on a scale of 1 (not important) to 5 (highest importance).

Answered: 619 Skipped: 9



1 (not important) 2 (lower importance) 3 (medium importance)  
 4 (greater importance) 5 (highest importance) Don't know

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

	1 (NOT IMPORTANT)	2 (LOWER IMPORTANCE)	3 (MEDIUM IMPORTANCE)	4 (GREATER IMPORTANCE)	5 (HIGHEST IMPORTANCE)	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
A pool that is a fun place for kids and families (could include beach entry, spray/water jet features, lazy river, slide, plenty of space for swimming lessons)	7% 41	4% 27	8% 48	16% 96	62% 375	2% 15	602	4.21
Facilities for Leisure swimming	5% 28	4% 22	11% 67	21% 122	56% 333	3% 20	592	4.21
A hot tub	10% 57	4% 21	13% 74	15% 86	57% 336	3% 16	590	4.01
A pool that is great for rehabilitation and accessibility (warm temperature, wheelchair access, lifts, handrails, short walking distances, support amenities, pool areas for Recope uses)	7% 43	8% 49	13% 80	20% 121	48% 295	4% 24	612	3.91
Spacious change rooms	5% 28	7% 39	20% 119	23% 139	43% 256	3% 15	596	3.91
Universal/Family change rooms	12% 71	6% 35	16% 93	17% 102	45% 261	4% 24	586	3.81
Facilities for aquatic fitness programs such as Aquafit	8% 50	8% 47	20% 121	20% 119	38% 230	6% 33	600	3.71
Pool viewing area and gathering spaces near the pool for those not swimming	7% 42	8% 45	22% 134	25% 152	35% 210	3% 17	600	3.71
A pool that is great for leisure lap swimming (6 or 8 lanes, without equipment and features for competitions)	10% 59	9% 54	22% 128	22% 127	33% 192	5% 29	589	3.61
A pool that can accommodate swimming competitions (8 lanes, viewing areas, warm up areas, proper depths, blocks,	15% 91	9% 56	23% 139	14% 85	33% 199	5% 28	598	3.41

# Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

time-keeping  
equipment, etc.)

Diving area and diving board(s)	12% 67	12% 70	27% 159	19% 113	26% 151	3% 20	580	3.3%
Sauna	20% 117	13% 78	20% 115	16% 93	28% 165	3% 16	584	3.2%
Steam room	24% 138	14% 79	21% 119	14% 80	22% 129	6% 34	579	2.9%

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE SPECIFY	DATE
1	Outdoor track at high school	10/4/2020 9:33 PM
2	Family change rooms are a must! I don't like my kids going alone into the change rooms where people are walking around naked. I have boys and I am a female so I can obviously not go in with them. They are very, very going by themselves in the men's change room. This is the same as at the Penticton pool. We are fortunate that at the Penticton pool they have family changing rooms. That is where we have been going for the last few years.	10/3/2020 9:11 PM
3	When thinking about our current community, we need to meet all levels. From seniors and people with accessibility issues, to leisure and competitive activities. We want families to come and move to our community so we must provide things for families to do!	10/3/2020 7:55 PM
4	Separate leisure pool and competition/sport pool	10/3/2020 1:11 PM
5	The warmer temperature is important. The current pool is uncomfortably cool, particularly for little ones. We often take them to Penticton as it is warmer.	10/3/2020 10:37 AM
6	Water Slide	10/2/2020 8:32 PM
7	Natural lighting, access to outdoor patio area, nature theme (pine trees, scenic painted walls), no blinding LED lighting, must have gradual walking entry into leisure pool, lockers inside changeroom and deckside, avoid placing changeroom where people have to walk past a pool viewing area to get to the pool	10/1/2020 11:10 PM
8	private area for fitness classes...having everyone able to watch you is embarassing	9/29/2020 8:21 PM
9	Crucial to have lane swimming at the right temperature (cooler than that used for ReCope or leisure pools). It should be large enough to hold competitions there.	9/29/2020 3:21 PM
10	If there is a kids swimming area, it would be nice to have that water warmer, but cooler water for the lap swimmers.	9/29/2020 1:08 PM
11	I don't use the facilities presently but I used to use them weekly fall, winter and spring before I got frustrated with the inadequate cold facilities	9/29/2020 9:13 AM
12	Outdoor pool or blended pool with open deck area	9/27/2020 1:44 PM
13	We do not need a new pool Penticton is 15 minutes away	9/26/2020 6:52 PM
14	I do not believe a pool is required in this community, Penticton has a wonderful facility	9/26/2020 6:36 PM
15	50 meter lane option. Separate lane swim poop from Aqua fit so the pool temp can be cooler for lap swimming.	9/24/2020 8:03 AM
16	retractable roof for the summer - possibility	9/22/2020 2:32 PM
17	So far how can you answer this survey as if Covid was not happening. It's here and will be for awhile.	9/21/2020 5:42 PM
18	bar	9/20/2020 5:29 PM
19	indoor store selling bathing suits athletic wear - we don't have anything like that here	9/20/2020 2:15 PM
20	Salt water.	9/20/2020 7:49 AM
21	If you are putting in diving boards then you need a deep pool area ie walnut grove pool. I would like to see 2 pools one shallow but warm for recoup and small children plus a regular pool	9/20/2020 12:27 AM
22	We have to do better than Penticton. Waterslides, children area, family friendly. Don't bother investing in one if it's better just to go to Penticton.	9/19/2020 9:57 AM
23	Salt Water!	9/18/2020 11:20 AM
24	I wasn't sure how to enter the question about leisure swimming - I think that is important too but can occur in a pool that also has capacity for competitive swimming.	9/18/2020 9:00 AM
25	Is a pool an important investment when there are facilities in Penticton?	9/17/2020 10:26 PM
26	Having lap space as well as deep and shallow water available for aquafitness is very important. Although I believe summerland has a summer club for swimming, having Pentictons pool so close with all the timing amenities I feel that there isn't a point to spend extra money on anything other than starting blocks. (8 lane pool would be nice though!!)	9/17/2020 8:38 PM
27	well planned swimming facility key - bells and whistle (spray, river etc) not at all.	9/17/2020 8:34 PM
28	A warm pool that is separate from the colder lap pool	9/17/2020 4:33 PM
29	Gender neutral changeroom or washroom(s)	9/17/2020 3:52 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

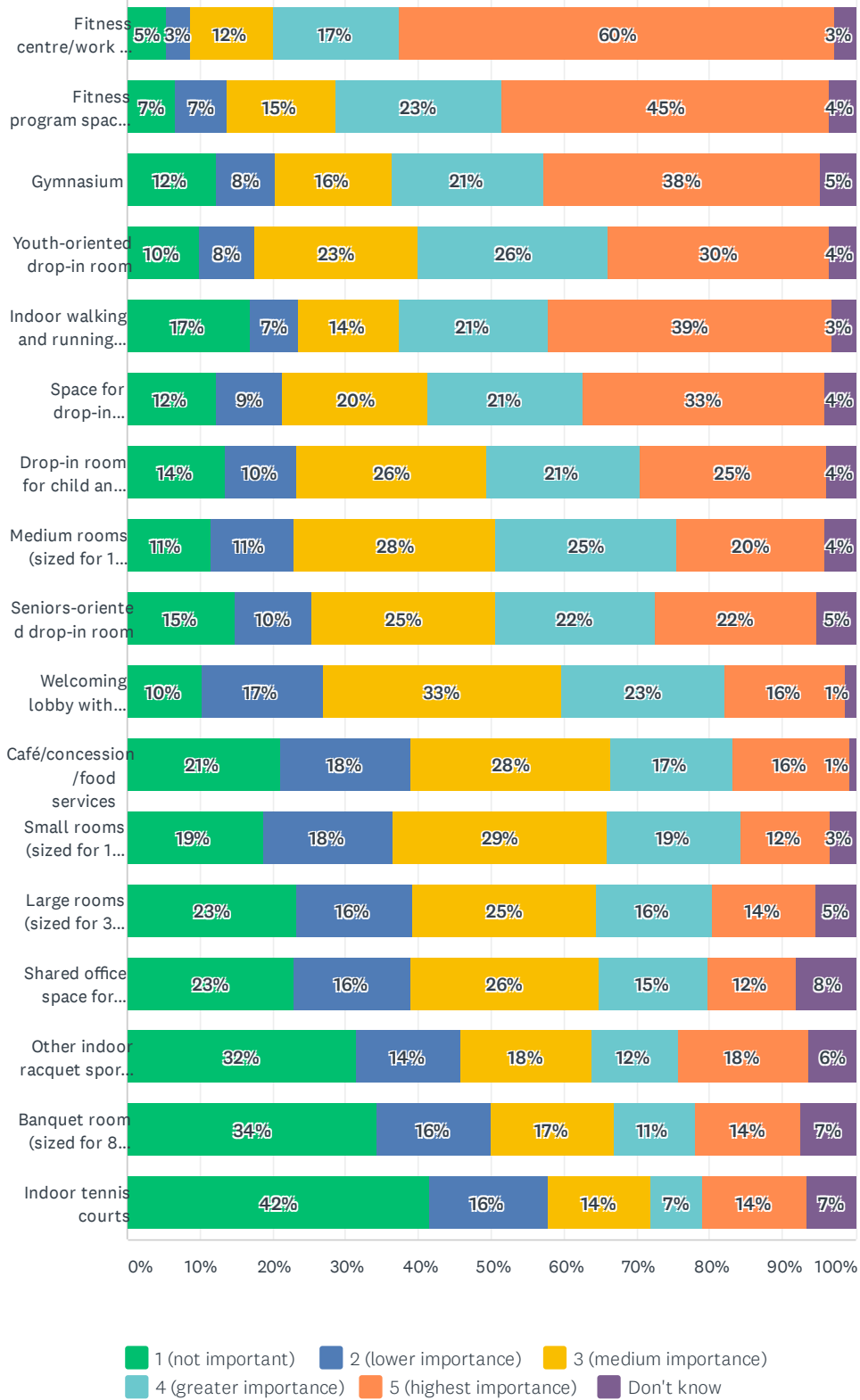
30	Having a family change room is most important!	9/17/2020 10:40 AM
31	An outdoor water park, for kids/families.	9/17/2020 9:48 AM
32	Besides needing larger swim facilities, one of the biggest complaints I hear among Summerlanders is the temperature of the pool believe it or not. I am a mom here, and most of the other mothers recommended to me to "bring your kids to swim in penticton because it is so much warmer and more enjoyable". I heard it over and over again when I first moved to Summerland a few years ago.	9/17/2020 9:24 AM
33	Healthier alternatives to chlorine. My body reacts badly - no way I'd expose my kid to chlorinated pools.	9/17/2020 9:04 AM
34	Beach entry would be most beneficial	9/17/2020 8:42 AM
35	Expansion on Aqua ZUMBA program	9/17/2020 6:45 AM
36	Spacious so activity is not prevented by too many programs	9/16/2020 6:31 PM
37	Penticton can accommodate competitions	9/16/2020 5:24 PM

**Q4 Thinking about a new recreation facility in Summerland, what amenities and options for indoor recreation and community use are most important to you? Please rate the following options on a scale of 1 (not important) to 5 (highest importance).**

Answered: 620 Skipped: 8



# Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

	1 (NOT IMPORTANT)	2 (LOWER IMPORTANCE)	3 (MEDIUM IMPORTANCE)	4 (GREATER IMPORTANCE)	5 (HIGHEST IMPORTANCE)	DON'T KNOW	TOTAL	WEIG AVER
Fitness centre/work out facilities	5% 32	3% 20	12% 69	17% 103	60% 359	3% 17	600	
Fitness program spaces (i.e. for yoga, Zumba, dance, etc)	7% 40	7% 42	15% 91	23% 136	45% 271	4% 22	602	
Gymnasium	12% 71	8% 47	16% 94	21% 122	38% 222	5% 28	584	
Youth-oriented drop-in room	10% 58	8% 45	23% 133	26% 154	30% 179	4% 21	590	
Indoor walking and running track	17% 101	7% 40	14% 82	21% 123	39% 233	3% 19	598	
Space for drop-in childminding (drop-in childcare when parents or guardians are participating in classes or programs)	12% 72	9% 54	20% 119	21% 125	33% 196	4% 25	591	
Drop-in room for child and family activities (parent and tot)	14% 80	10% 58	26% 154	21% 125	25% 150	4% 24	591	
Medium rooms (sized for 11 to 30 people) for meetings, programs, classes, events	11% 69	11% 69	28% 167	25% 149	20% 123	4% 25	602	
Seniors-oriented drop-in room	15% 90	10% 62	25% 153	22% 132	22% 135	5% 31	603	
Welcoming lobby with space for socializing	10% 62	17% 100	33% 197	23% 136	16% 99	1% 8	602	
Café/concession/food services	21% 127	18% 107	28% 166	17% 100	16% 97	1% 5	602	
Small rooms (sized for 10 people or fewer) for meetings, programs, classes	19% 111	18% 106	29% 173	19% 110	12% 73	3% 20	593	
Large rooms (sized for 31 to 80 people) for meetings, programs, classes, events	23% 138	16% 93	25% 150	16% 94	14% 84	5% 32	591	
Shared office space for community organizations	23% 135	16% 94	26% 152	15% 88	12% 72	8% 47	588	
Other indoor racquet sport courts	32% 188	14% 85	18% 108	12% 70	18% 107	6% 38	596	
Banquet room (sized for 81 people or more)	34% 202	16% 92	17% 100	11% 66	14% 85	7% 44	589	
Indoor tennis courts	42% 243	16% 95	14% 83	7% 42	14% 83	7% 39	585	

# Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

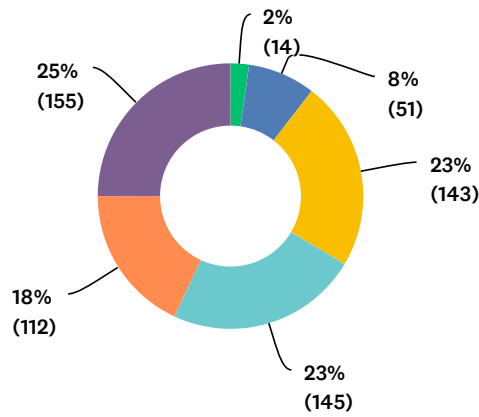
#	OTHER, PLEASE SPECIFY	DATE
1	Outdoor track at high school	10/4/2020 9:33 PM
2	Pickleball courts	10/4/2020 4:48 PM
3	We want/need it all! This is such an active community, let's keep it that way!	10/3/2020 7:55 PM
4	Squash	10/3/2020 2:00 PM
5	Accessible changerooms for dial gender (dad + disabled daughter, husband+disabled wife)	10/3/2020 12:29 PM
6	Basketball, ping pong, pool and darts. Waterside.	10/3/2020 10:16 AM
7	We really need somewhere to walk indoors during the winter and in super hot smoky summer days.	10/2/2020 4:07 PM
8	We are lacking a casual meeting space in town. I don't know if the space should be separated into adults, teens etc,	9/29/2020 9:13 AM
9	racketball and pickle ball	9/28/2020 9:22 AM
10	indoor pickleball courts a priority over tennis	9/27/2020 8:00 AM
11	Indoor Pickleball courts before tennis courts	9/26/2020 8:17 PM
12	Indoor pickleball is most important rather than tennis or other racquet sports	9/24/2020 3:26 PM
13	Indoor Pickleball courts before tennis courts	9/24/2020 8:41 AM
14	Pickleball courts	9/23/2020 8:45 AM
15	I am disabled. It is very important that attention be paid to making access to the pool easy for those who can't use ladders. Also, the change rooms need to accommodate those who have to dress from a sitting position and use equipment to assist in dressing.	9/21/2020 4:59 PM
16	upgrade facility and provide property tax exemption for existing tennis club down on Lakeshore	9/20/2020 9:38 PM
17	indoor dog walking	9/20/2020 5:29 PM
18	Indoor pickleball courts	9/20/2020 2:15 PM
19	Indoor skatepark. Indoor walking track. Indoor playground. All for the yucky, cold months.	9/20/2020 7:49 AM
20	An outdoor tennis court would be welcome in Summerland the present one is at Powell Beach not Summerland	9/20/2020 12:27 AM
21	Spa style yoga. Yoga is not aerobics.	9/19/2020 5:07 PM
22	a climbing gym with top rope	9/18/2020 4:15 PM
23	Mix of various sized rooms for classes, drop-ins, events, and be as multi-use in nature as possible..	9/18/2020 3:10 PM
24	rooms with mirrors, shock absorbing floors and fitness equipment for a variety of fitness classes	9/18/2020 8:41 AM
25	Indoor soccer field(s)	9/18/2020 7:27 AM
26	pickleball would financially support other gym activities	9/17/2020 10:51 PM
27	There is already a great deal of community meeting space, I don't think more is necessary.	9/17/2020 10:26 PM
28	other facilities including youth centre offer meeting/gymnasium options	9/17/2020 8:34 PM
29	PICKLEBALL COURTS	9/17/2020 5:38 PM
30	Definitely pickleball courts huge demand, keep the old folks healthy	9/17/2020 12:09 PM
31	I moved from Whitehorse, YT to Summerland and would recommend that Summerland see what Whitehorse has done with their Canada Games Center. Of course they had help with funding from hosting the Canada Games, however, their facility is absolutely amazing. Their pool is the best multi use pool I had ever seen (lazy river being the highlight for everyone) and their walking track which looked down into their court space with workout equipment placed around the walking track. It was the most amazing design and is the highlight of the town for families and seniors!	9/17/2020 9:24 AM
32	Please acknowledge that school spaces besides the high school is also available for community activities	9/17/2020 9:06 AM
33	healthy foods please	9/17/2020 9:04 AM

# Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

34	Room for spin classes	9/17/2020 6:06 AM
35	Note facilities at Kamloops Tournament Capital Centre	9/16/2020 11:47 PM
36	pickle	9/16/2020 7:46 PM

### Q5 When thinking about the community use, rather than school-related uses, how do you rate the amount of access to gymnasium space in Summerland?

Answered: 620 Skipped: 8

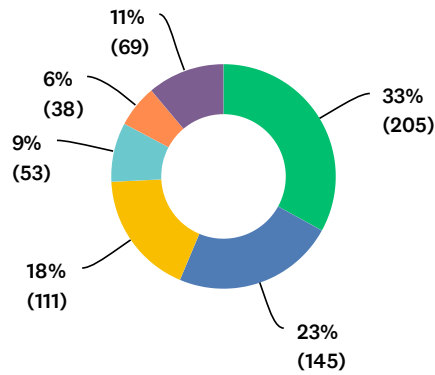


■ Very Good 
 ■ Good 
 ■ Neutral 
 ■ Poor 
 ■ Very Poor 
 ■ Don't Know

ANSWER CHOICES	RESPONSES	
Very Good	2%	14
Good	8%	51
Neutral	23%	143
Poor	23%	145
Very Poor	18%	112
Don't Know	25%	155
<b>TOTAL</b>		<b>620</b>

**Q6 Do you think there is a need for a new gymnasium for dedicated community use in Summerland? Please note that this would be in addition to the Summerland Secondary School's gymnasium.**

Answered: 621 Skipped: 7

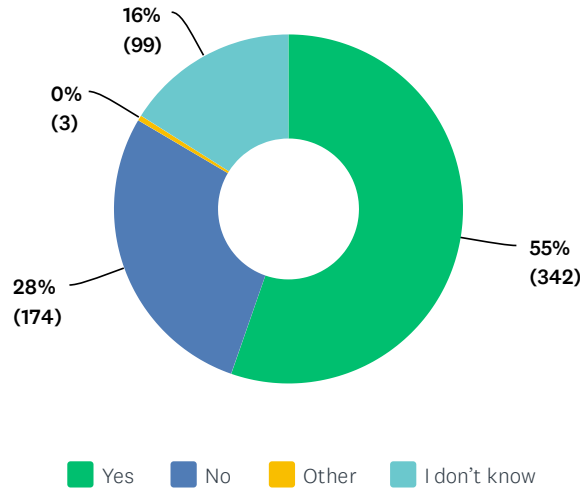


■ Strongly agree   
 ■ Somewhat agree   
 ■ Neutral   
 ■ Somewhat disagree  
■ Strongly disagree   
 ■ Not sure

ANSWER CHOICES	RESPONSES	
Strongly agree	33%	205
Somewhat agree	23%	145
Neutral	18%	111
Somewhat disagree	9%	53
Strongly disagree	6%	38
Not sure	11%	69
<b>TOTAL</b>		<b>621</b>

### Q7 Do you see any benefits to locating a primary healthcare clinic and a recreation centre together?

Answered: 618 Skipped: 10



ANSWER CHOICES	RESPONSES	
Yes	55%	342
No	28%	174
Other	0%	3
I don't know	16%	99
<b>TOTAL</b>		<b>618</b>

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	PLEASE DESCRIBE	DATE
1	This would be a great space for all people and would make Summerland a more social community. It would ensure there is a main area for gathering that is accessible to all.	10/5/2020 8:45 AM
2	you don't have to worry about going to the right place if it's all in one spot	10/4/2020 8:42 PM
3	including physio - assists with injury rehab/recovery	10/4/2020 6:26 PM
4	Yes for rehabilitation with physio, occupational therapy and more	10/4/2020 4:04 PM
5	I've never thought of that benefit. I can see the benefit of having rehab type facilities with a rec centre so why not health care?	10/3/2020 7:55 PM
6	Creates a preventative focus on health which is important	10/3/2020 5:25 PM
7	Access to services that also contribute to a rental income stream	10/3/2020 2:00 PM
8	Healthy community good to have easy access to all services and some services over lap.	10/3/2020 1:11 PM
9	Please ensure therapists (PT, OT) also are part of the primary health care team.	10/3/2020 12:29 PM
10	Hours of operation outside regular hours/ drop in clinic, would love to see a nurse practitioner,	10/3/2020 12:12 PM
11	Physiotherapy	10/3/2020 9:26 AM
12	Great parking and accessibility could be offered and primary care is a definite need in Summerland!	10/2/2020 8:35 PM
13	Health and activity providers can present united approach...	10/2/2020 4:26 PM
14	Kids can play while parents are in meetings	10/2/2020 4:07 PM
15	It would play a big role in continuity of care between rehab and primary care	10/2/2020 2:52 PM
16	Convenience of having everything in one location	10/2/2020 1:21 PM
17	Sick people should not be visiting recreation centres!! Primary health care clinics must remain separate from heavily used public facilities - across the street, yes! But not in the same building.	10/1/2020 11:10 PM
18	Considering the amount of elderly people in Summerland, I think that this space would be very beneficial.	9/30/2020 8:54 PM
19	Access to physicians, nurse practitioners, physiotherapists, massage therapists, etc. all tie in well with the recreation centre concept.	9/29/2020 3:21 PM
20	I think it sends a positive message that correlates activity with health.	9/29/2020 1:08 PM
21	If it encourages quality medical staff to come into our area then I support the idea fully. I would hope Interior Health would support and help fund this in some way	9/29/2020 9:13 AM
22	Opportunity for rehab and physio.	9/28/2020 8:42 PM
23	We have good medical facilities now with easy access	9/27/2020 2:05 PM
24	Don't necessarily see a connection	9/27/2020 1:57 PM
25	There is existing space in the old hospital	9/23/2020 8:43 PM
26	Please keep unhealthy folks away from healthy folks	9/22/2020 2:49 PM
27	Maybe for prescribed physio etc	9/21/2020 8:16 PM
28	Summerland has already clinics and it is a small town , easily accessible for Healthcare	9/21/2020 5:11 PM
29	we cant staff our walk in clinci now. seems an unrealistic expansion of civic services	9/21/2020 4:42 PM
30	healthcare should be prescribing healthy activities and sport rather than medical. prevent rather than cure whenever possible	9/21/2020 4:04 PM
31	There is sufficient space for a healthcare clinic at the existing IHA building complex.	9/21/2020 2:57 PM
32	not important	9/21/2020 2:50 PM
33	For physiotherapy such as recope	9/21/2020 2:26 PM
34	healthcare is responsibility of the IHA, NOT Summerland!	9/21/2020 11:50 AM
35	We already have doctors offices so why would we need more? Is there enough doctors wanting to come to Summerland? I find that doubtful	9/20/2020 11:21 PM
36	One stop shop	9/20/2020 7:58 PM



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

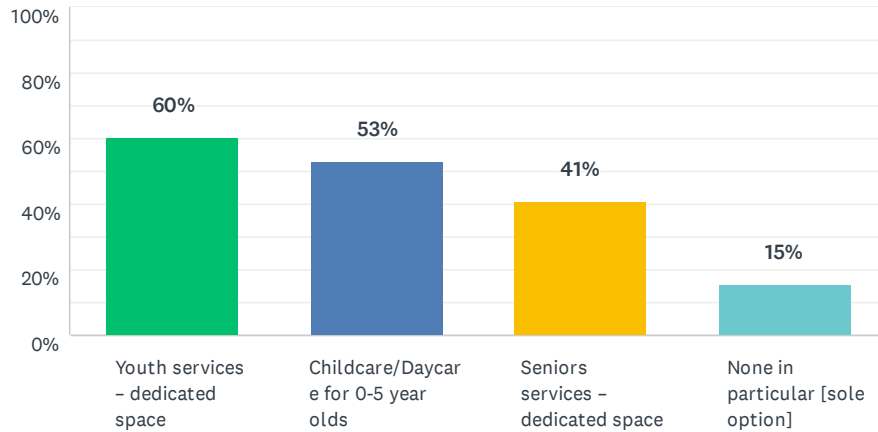
37	i really love the idea of going to the pool building to go to see my doctor??????	9/20/2020 5:29 PM
38	this could be a collaborative initiative with direct referrals between the two	9/20/2020 2:15 PM
39	Great idea!	9/20/2020 11:28 AM
40	I think a better rating system would be like the above question. I somewhat agree that there would be benefits but not at the expense of the other aspects I have prioritized like spaces for daycare and spaces for seniors activities.	9/20/2020 9:56 AM
41	I do not think they belong together. We have troubles getting doctors to come here and there enough spaces for them to practice.	9/20/2020 9:13 AM
42	More jobs	9/20/2020 7:50 AM
43	Physio needs across to facilities	9/20/2020 12:27 AM
44	Put the clinic somewhere else, maximize the rec centre space for recreation.	9/19/2020 8:14 PM
45	good way to provide infrastructure such as utilities, parking, transit stop, etc. In a central facility.	9/19/2020 2:25 PM
46	Physical Therapy & sports medicine would be beneficial	9/19/2020 10:06 AM
47	I think the pool is very centrally located and that would be a benefit for a healthcare clinic	9/19/2020 7:26 AM
48	I strongly object to taxpayer's money being used for this	9/18/2020 3:17 PM
49	secondary like physio, massage would be better	9/18/2020 1:04 PM
50	I dont think it's a good idea to have people with potentially contagious diseases to frequent a rec ctr.	9/18/2020 12:20 PM
51	There are other better options for primary care. It is definitely needed	9/18/2020 11:20 AM
52	If it's more sports related and included Physio therapy and massage space, too	9/18/2020 10:55 AM
53	I think the facilities currently available are adequate given the amount of health-care staff/physicians/programming currently available. I don't support building something new when there are limited professionals/programs to fill it.	9/18/2020 9:00 AM
54	Physical activity is extremely important and inherently connected to physical and mental well being	9/18/2020 8:11 AM
55	I don't see why the district would get involved with family doctors except maybe physiotherapist office could be useful with the pool and exercise rooms.	9/18/2020 8:05 AM
56	Summerland already has a bunch of healthcare clinics that are quite close to the pool area currently, so I do not think it would be necessary.	9/18/2020 7:27 AM
57	Parking and accessibility is always an issue for both clinics and recreation facilities.	9/17/2020 8:38 PM
58	Facilities exist in the community - private offices/meeting spaces for multi use	9/17/2020 8:34 PM
59	people with health problems that want to lessen health problems need fitness and health professionals both	9/17/2020 8:30 PM
60	We already have health facilities	9/17/2020 7:42 PM
61	As long as it is not merely a Physician driven/centred model.	9/17/2020 6:14 PM
62	The very popular Summerland hospital was shut down because of population and the low kilometres to penticton general hispital	9/17/2020 5:03 PM
63	integrating not only primary care but other supports and services would greatly increase access to care for more vulnerable populations	9/17/2020 3:52 PM
64	With a lack of doctors I dont think adding a new office would help. If there was an abundance of doctors ready and willing to work, it may be beneficial but at this point in time I feel as though there are more important uses that could be in that space.	9/17/2020 1:56 PM
65	It is a great revenue source and resource for the community.	9/17/2020 1:29 PM
66	Too much going on at one location. More appropriate to do a separate facility for primary healthcare	9/17/2020 10:55 AM
67	It makes sense to incorporate both in one building.	9/17/2020 10:36 AM
68	I find this attracts sports related providers, which I value.	9/17/2020 10:14 AM
69	Physio would have a great opportunity to better serve their patients	9/17/2020 9:34 AM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

70	The focus should be on preventative health not the medical system.	9/17/2020 9:33 AM
71	I am happy with my healthcare services at the Rosedale Medical Center and feel that the space would be better used as additional space for the new recreation center. Plus, I don't know if I like the idea of (for example) sick people walking into the same building/doors looking for walk in services or appointments with their doctor when I am bringing my kids in for recreational purposes.	9/17/2020 9:24 AM
72	Separate to the pool, add somewhere else like the old police station.	9/17/2020 9:08 AM
73	The best use of the new Center would be for rehab services and the health professionals that deliver that service. Nurse for RECOPE support. PT/OT for Program delivery. IHA programs such as cardiac rehab. These are the professionals that will actually use the facility. Accommodating Drs and NPs is the wrong direction	9/17/2020 9:06 AM
74	The risk of contracting contagious disease at a healthcare facility makes me think it should be separate from the recreation center.. .	9/17/2020 9:04 AM
75	Normalize health and wellness together, promote proactive approach	9/17/2020 9:02 AM
76	Would like to see a general health care facility that also provides info / guidance on healthcare issues ie diabetes, child raising, contraception, general health questions	9/17/2020 8:42 AM
77	Doesn't seem like a great fit. Physio yes, but not primary care.	9/16/2020 11:47 PM
78	The health care professionals could use a indoor track or pool to help with cardiac health and other health programs for all ages.	9/16/2020 9:58 PM
79	not sure we know enough about it	9/16/2020 7:46 PM
80	integrated health and wellness to incorporate professional health consultations (all disciplines) with activity based rehabilitation and recovery.	9/16/2020 6:27 PM
81	this would be amazing! especially nurse practitioners and paramedical like physio, sports physio, massage etc.	9/16/2020 5:36 PM
82	Not sure	9/16/2020 5:35 PM
83	It depends though, there would have to be equal influence from both conventional medicine and preventative medicine/health practitioners. IHA should not dictate how the healthcare clinic is run, but rather a collaborative, consensus approach to the design	9/16/2020 5:24 PM

Q8 The District of Summerland is also exploring the potential to include space for other community services such as childcare, seniors services, and youth services in a new recreation centre. Of the following, what would be your top priorities for a community recreation centre? Please select your top 2.

Answered: 609 Skipped: 19



ANSWER CHOICES	RESPONSES	
Youth services – dedicated space	60%	367
Childcare/Daycare for 0-5 year olds	53%	323
Seniors services – dedicated space	41%	249
None in particular [sole option]	15%	94
Total Respondents: 609		

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

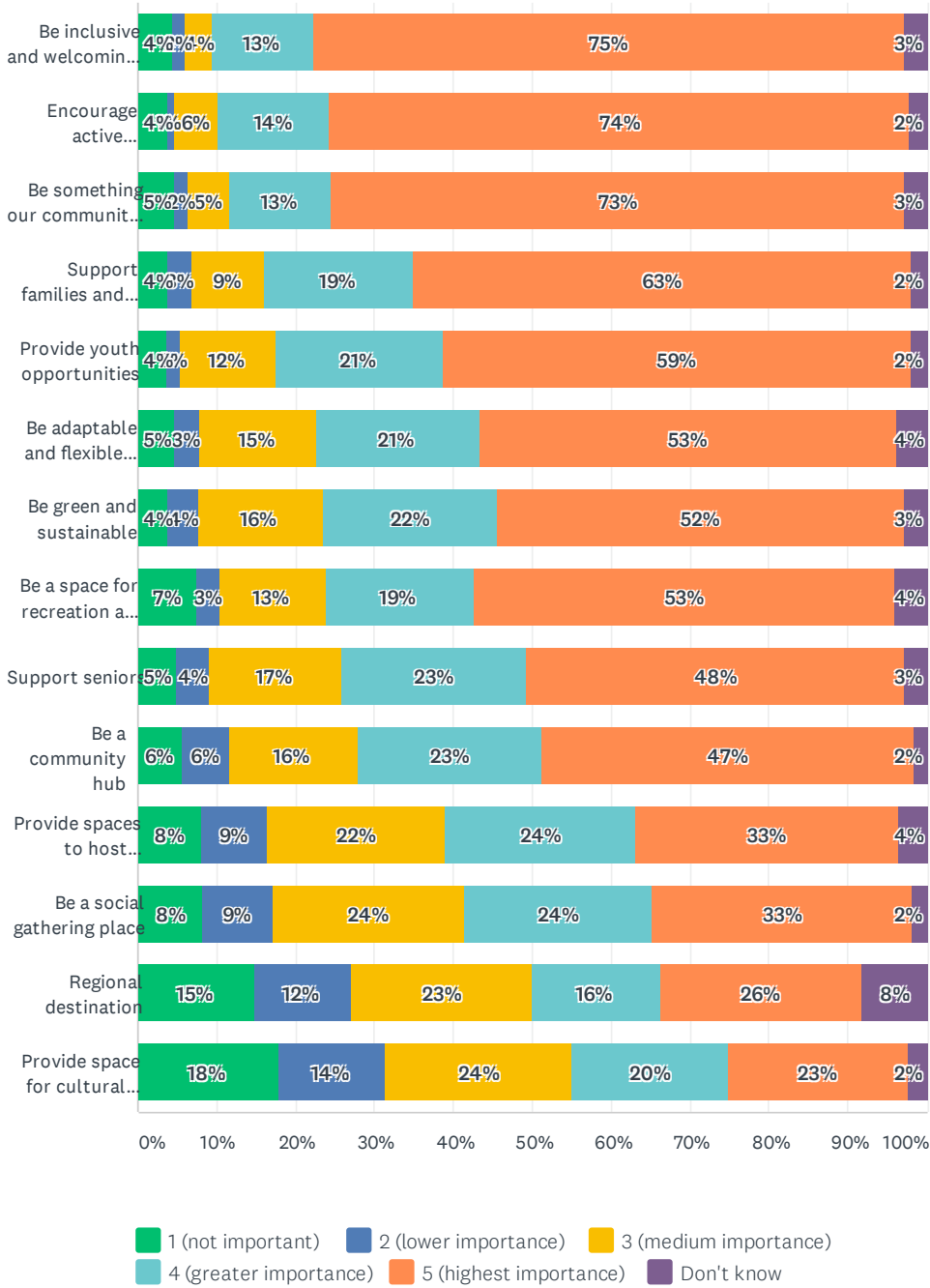
#	OTHER, PLEASE DESCRIBE	DATE
1	will encourage young families to locate here	10/4/2020 6:26 PM
2	I can't pick a top 2 there's not enough in this town for youth. Parents need childcare to be able to use facilities. And summerland is full of seniors that would benefit. Don't leave anyone out	10/4/2020 4:04 PM
3	Walking circuits	10/3/2020 2:00 PM
4	UGH... how to prioritize this when all are incredibly important. It appears that there is senior support ( not enough) yet need more programming for year childhood and youth to support the growing needs of our community and to attract families which in turn will build capacity for seniors.	10/3/2020 12:12 PM
5	Has to be accessible	10/2/2020 10:48 PM
6	Community Engagement/Civic Leadership Opportunities for young adults 18-24	10/1/2020 11:10 PM
7	hard to rate this as youth are just as important as anyone. There is no where for youth to go in our community. I would love research done to ask surrounding areas if their "youth" space gets used?	9/29/2020 8:21 PM
8	They are all valid and underserved	9/29/2020 9:13 AM
9	Seniors need good services without being "pushed" by youth	9/27/2020 2:05 PM
10	I feel like child care space could potentially make Summerland more appealing to young families. As to space for seniors we have a large aging population here and central access to those services could be helpful. For both I'm curious how you will integrate those small businesses that already provide those services in the community?	9/24/2020 8:03 AM
11	Mentor Centre for Youth	9/22/2020 7:23 PM
12	After school child care for ages 5 to 12	9/21/2020 8:16 PM
13	Addictions/mental health resources	9/21/2020 2:43 PM
14	these are all currently provided in a variety of ways and variety is the spice of life!!!!	9/20/2020 5:29 PM
15	I am choosing this option as I believe all are really important.	9/20/2020 9:56 AM
16	Would be great to have a youth group that isn't attached to a church.	9/20/2020 7:49 AM
17	Maximize the rec centre space for recreation.	9/19/2020 8:14 PM
18	All equal important, why leave out one group?	9/19/2020 5:07 PM
19	Not necessary at all	9/19/2020 8:34 AM
20	Could the gymnasium also be used for tennis, pickleball, perhaps rotating dedicated blocks through various sports?	9/18/2020 3:10 PM
21	These can be better represented somewhere else - leave space for Recreation	9/18/2020 11:20 AM
22	There is a definite shortage of daycare for young children here - also since SADI closed a lack of youth programming other than the church.	9/18/2020 9:00 AM
23	Some senior services in the community are not used to their full capacity right now, building a new facility might not be the best use of funds.	9/17/2020 10:26 PM
24	Any child care space is beneficial. And having access to youth programs is proven to reduce delinquency.	9/17/2020 8:38 PM
25	There's lots for the elderly in this town, to keep young families like myself here there needs to be much more for the children and youth.	9/17/2020 1:56 PM
26	Creating spaces for youth and children attract young families to the community, important when creating vibrant and sustainable communities	9/17/2020 1:29 PM
27	Space for community org for After School programming	9/17/2020 12:12 PM
28	A space for youth would be great, give them something to do that is provided in a safe space. It would also be nice to have a fun area for youth to gather, such as an arcade room or pinball gaming zone.	9/17/2020 9:24 AM
29	I think space for children, youth and seniors can be part of this venture.	9/16/2020 9:58 PM
30	all are important for Summerland - we have families & seniors	9/16/2020 5:36 PM
31	I have youth and a place to hang out and meet that is safe and fun is always needed. especially when there are limited entertainment/restaurant/cafe options here. I also believe	9/16/2020 5:24 PM

mixing seniors and youth would be advantageous.

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Q9 Thinking about the next 25 years, what best describes your hopes for an aquatics and indoor recreation facility in Summerland? Please note that we will ask for your hopes for the future of primary healthcare in later in the survey. Please rate the following options on a scale of 1 (not important) to 5 (highest importance).

Answered: 596 Skipped: 32



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

	1 (NOT IMPORTANT)	2 (LOWER IMPORTANCE)	3 (MEDIUM IMPORTANCE)	4 (GREATER IMPORTANCE)	5 (HIGHEST IMPORTANCE)	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Be inclusive and welcoming of all people, ages and abilities	4% 26	2% 9	4% 21	13% 75	75% 443	3% 16	590	4.57
Encourage active lifestyles	4% 23	1% 4	6% 33	14% 83	74% 434	2% 13	590	4.56
Be something our community takes pride in	5% 27	2% 11	5% 31	13% 75	73% 429	3% 17	590	4.51
Support families and young children	4% 23	3% 17	9% 54	19% 111	63% 371	2% 12	588	4.37
Provide youth opportunities	4% 21	2% 11	12% 71	21% 125	59% 348	2% 12	588	4.33
Be adaptable and flexible for new and changing uses	5% 27	3% 19	15% 88	21% 121	53% 311	4% 22	588	4.18
Be green and sustainable	4% 22	4% 23	16% 93	22% 130	52% 303	3% 17	588	4.17
Be a space for recreation and healthcare	7% 44	3% 18	13% 79	19% 110	53% 314	4% 24	589	4.12
Support seniors	5% 28	4% 25	17% 100	23% 137	48% 283	3% 16	589	4.09
Be a community hub	6% 33	6% 36	16% 95	23% 138	47% 277	2% 10	589	4.02
Provide spaces to host community events	8% 47	9% 50	22% 132	24% 142	33% 196	4% 21	588	3.69
Be a social gathering place	8% 48	9% 52	24% 141	24% 140	33% 193	2% 10	584	3.66
Regional destination	15% 86	12% 70	23% 133	16% 93	26% 148	8% 47	577	3.28
Provide space for cultural and art activities	18% 104	14% 79	24% 139	20% 116	23% 133	2% 14	585	3.17

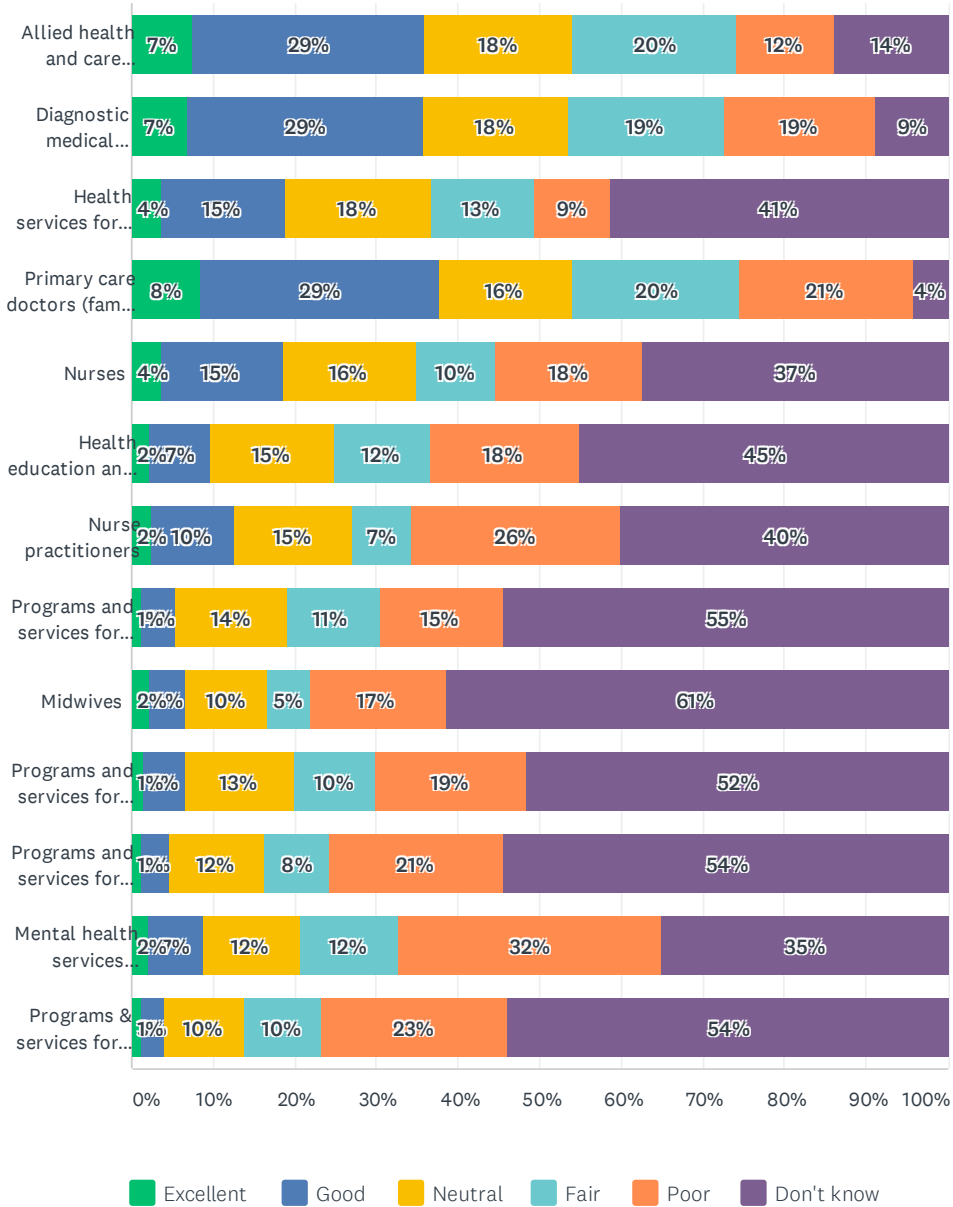
# Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE SPECIFY	DATE
1	Community use should be equitable, and membership should operate like the library- being included on every citizen's taxes with only very nominal or no user fees - this would ensure that all citizens have equal opportunity to use the facility. If all taxpayers pay to build it, but lower income families/youth/seniors can't afford the user fees/memberships like it is now, it will continue to sit empty all the time. A family might be able to afford Loonie/Twoonie swims 3x's/week, but not an entrance fee of \$20+ several times/week. Fixed costs and most staffing remain the same regardless of the number of people in the pool. We could have the opportunity to have all citizens as Health Center members and create a community where everyone has the opportunity to maximize their health & wellness without the barriers and constraints of income and demographics.	10/4/2020 5:11 PM
2	Diverse space to turn a profit in some areas to support the low cost activities that support people and families of all ages and abilities	10/3/2020 12:16 PM
3	I would also incorporate a Diversity and Inclusion environment so everyone is welcome and respected. No bullying, sexism, racial, etc... allowed.	10/3/2020 10:22 AM
4	Create affordable and flexible access.	10/1/2020 11:17 PM
5	It's primary goal should be to build community and be inclusive	9/29/2020 9:18 AM
6	Art Center to remain on Wharton St site and provide art and culture services	9/27/2020 8:03 AM
7	Dumb questions study is biased on aquatic facility first why	9/26/2020 6:55 PM
8	Do not agree with a primary health facility to be included	9/26/2020 6:40 PM
9	There is absolutely no need for redundancy.	9/23/2020 8:49 PM
10	Would very much like to see indoor pickleball courts.	9/22/2020 3:03 PM
11	recreation area only not any healthcare!	9/22/2020 2:52 PM
12	we have a lovely vibrant town with high taxes and fees - lets not make it worse - this is an expensive town to live in	9/20/2020 5:37 PM
13	*Be a space for recreation, not recreation and healthcare	9/19/2020 8:18 PM
14	Programs like squash courts take up lots of space and only accommodate 2 people. Child care is critical for the community, as well as senior and youth programs. Please do not waste space on tennis courts and 2 person activities when there is a much greater need for better use of the new space.	9/19/2020 5:11 PM
15	plan to have enough room for future growth needs but don't overbuild too much initially - modular expansion as needed where feasible much.	9/19/2020 2:31 PM
16	With the youth program closed, youth need a place to go with encouragement to be active	9/19/2020 10:10 AM
17	offer activities/facilities that neighbouring communities don't have so people from around the area would come for example a climbing gym with top rope so people that usually climb outdoors would have an indoor facility for the off season of climbing which is likely 8-9 months at least.	9/18/2020 4:20 PM
18	we need central gym for pickleball (not school gym)	9/17/2020 10:54 PM
19	And Sr opportunities as this group makes the largest demographic group	9/17/2020 9:10 AM
20	To allow creativity, play and fun to be expressed by all ages in the community. Be youthful no matter what age. Also I'm surprised that diversity inclusion is not listed.	9/16/2020 5:30 PM



### Q10 How would you rate access to the following health, care, and medical services in Summerland?

Answered: 600 Skipped: 28



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

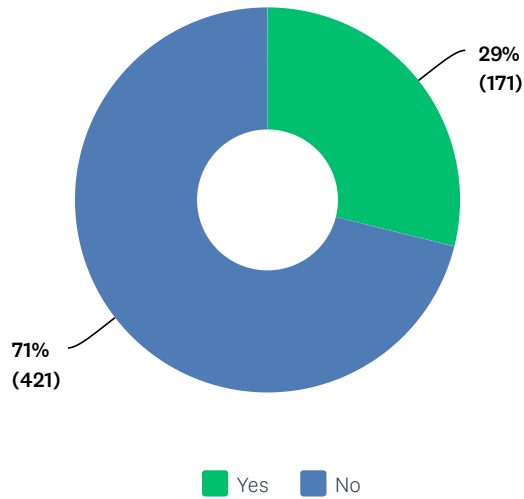
	EXCELLENT	GOOD	NEUTRAL	FAIR	POOR	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Allied health and care professionals (like Physiotherapists, Occupational therapists, Speech and hearing professionals, Nutritionists, Naturopaths, Acupuncturists, Chiropractors, Traditional Chinese medicine practitioners)	7% 44	29% 170	18% 108	20% 120	12% 71	14% 83	596	2.99
Diagnostic medical labs/testing facilities	7% 40	29% 172	18% 106	19% 114	19% 110	9% 52	594	2.85
Health services for seniors	4% 21	15% 91	18% 107	13% 75	9% 56	41% 246	596	2.85
Primary care doctors (family doctors)	8% 50	29% 176	16% 98	20% 122	21% 128	4% 25	599	2.82
Nurses	4% 21	15% 90	16% 96	10% 58	18% 107	37% 222	594	2.62
Health education and coaching	2% 13	7% 44	15% 91	12% 69	18% 108	45% 268	593	2.34
Nurse practitioners	2% 14	10% 61	15% 87	7% 43	26% 152	40% 239	596	2.28
Programs and services for those with physical disabilities	1% 7	4% 25	14% 82	11% 68	15% 90	55% 326	598	2.23
Midwives	2% 13	4% 26	10% 59	5% 31	17% 99	61% 363	591	2.22
Programs and services for those with chronic diseases (heart disease, diabetes, COPD, etc.)	1% 8	5% 31	13% 79	10% 60	19% 111	52% 307	596	2.19
Programs and services for those with mental disabilities	1% 7	3% 20	12% 70	8% 48	21% 127	54% 324	596	2.01
Mental health services (assessment, counselling therapies, medical treatment, family support groups, addiction services, etc.)	2% 12	7% 41	12% 70	12% 72	32% 192	35% 210	597	1.99
Programs & services for those with learning challenges (ADHD, dyslexia, ASD, etc.)	1% 7	3% 17	10% 58	10% 57	23% 135	54% 321	595	1.92

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE DESCRIBE	DATE
1	Re coaching - only familiar with Orca Swim Club, excellent	10/4/2020 6:30 PM
2	I have all my health team members based in Penticton. I've tried to get a doctor here in Summerland for my sons but they have been full each time I have checked.	10/3/2020 8:00 PM
3	It is difficult to access or find out how to access the above services	10/3/2020 1:14 PM
4	Affordable health care access is poor (for those without health benefit plans), local food co-op market year round	10/1/2020 11:17 PM
5	It is hard to know what would be used if provided? What has Kelowna/Penticton/Vernon found? Although we have our unique needs I feel we should be getting advice from those who have already tried.	9/29/2020 8:24 PM
6	I have always been referred to programs in Penticton for issues like chronic pain. I don't know if it's reasonable to expect a small community to provide everything but it would be nice	9/29/2020 9:18 AM
7	waiting two years for a doctor	9/28/2020 9:25 AM
8	need prostate support group	9/27/2020 4:41 PM
9	Public health	9/23/2020 8:49 PM
10	I'd like to see you add RCRTs (Registered Canadian Reflexology Therapists) to your list of "Allied Health and Care Professionals".	9/21/2020 10:03 PM
11	healthcare is the responsibility of IHA, NOT Summerland!	9/21/2020 11:54 AM
12	Many of these services are available in Penticton... but not Summerland	9/20/2020 9:42 PM
13	some of these questions do not apply to a wellness center - do you think all these services will be available in a town of 11,00 people?	9/20/2020 5:37 PM
14	Any medical services I've needed to access (other than walk in clinic, immunizations and pharmacy) have been in Penticton.	9/20/2020 9:54 AM
15	Had to go to Kelowna for family doctor also youth center closed we need the facilities	9/20/2020 12:33 AM
16	all my medical needs can be met within the region; not practical to have them all included in Summerland	9/19/2020 5:25 PM
17	Always driving for health care, it's brutal.	9/19/2020 5:11 PM
18	Would be nice to have more team like activities for young adults. Like volleyball, basketball, soccer teams run through the city so people aren't getting left out and feeling like they don't belong.	9/17/2020 1:59 PM
19	I am on a waiting list to see a rheumatologist in Penticton.	9/17/2020 9:51 AM
20	There is not a lot of options for people with ADD, ADHD and ASD in Summerland. Those services are in Penticton and Kelowna. Also, the school district recently cut all funding for Gifted programs in school. Children and youth who are diagnosed as "gifted" do not have access to enrichment opportunities that would further develop their cognitive abilities, which I feel is a huge disservice to those gifted minds. It would be great to have somewhere that offers those type of developmental opportunities as an investment to our Summerland youth.	9/17/2020 9:30 AM
21	I just moved from Apex and have been disappointed with services in Penticton. Have yet to discover what's available in Summerland.	9/17/2020 9:09 AM
22	Great idea !	9/16/2020 10:01 PM
23	I assume current access (should be specified). Note that many health practitioners have moved to Penticton due to access to larger population. There may be concerns to relocate back to Summerland if we don't have the population base here.	9/16/2020 5:30 PM

### Q11 Do you or your close family experience barriers to access for primary care medical service (such as a family doctor or nurse practitioner)?

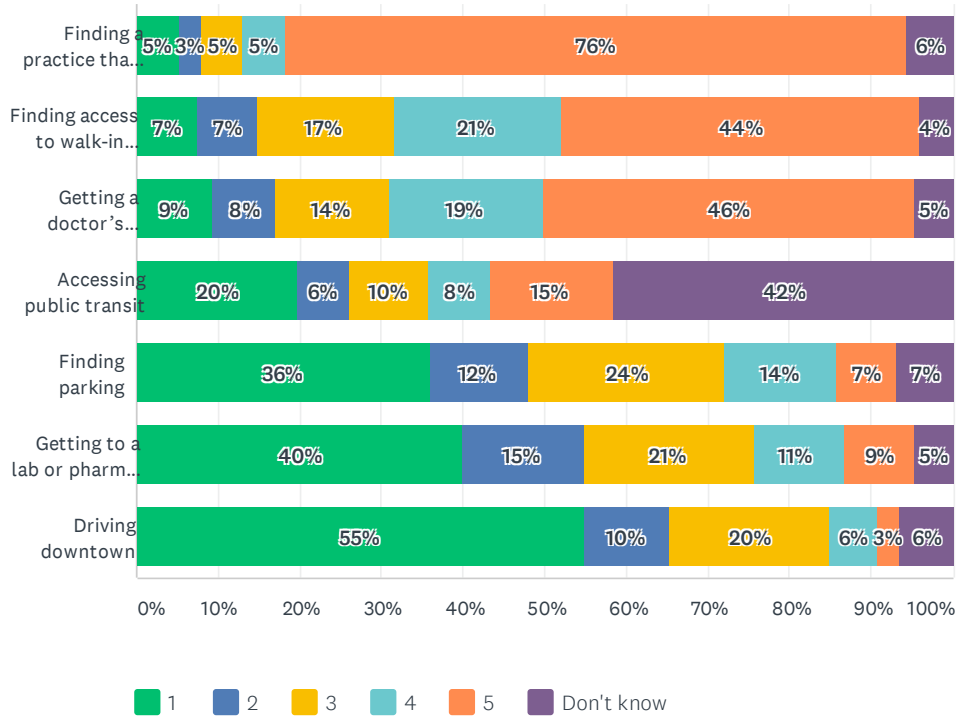
Answered: 592 Skipped: 36



ANSWER CHOICES	RESPONSES	
Yes	29%	171
No	71%	421
TOTAL		592

### Q12 If yes, please rate the following challenges you or your family members may face on a scale of 1 (not challenging) to 5 (very challenging).

Answered: 177 Skipped: 451



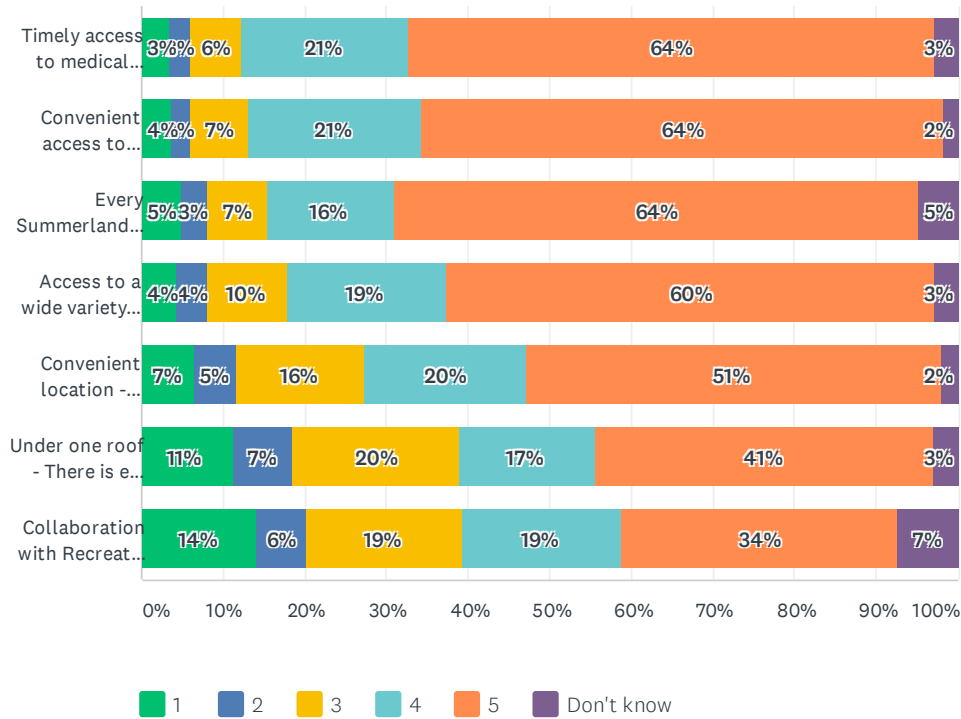
	1	2	3	4	5	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Finding a practice that is accepting new patients	5% 9	3% 5	5% 9	5% 9	76% 133	6% 10	175	4.53
Finding access to walk-in services (doctor visits without an appointment)	7% 13	7% 13	17% 29	21% 36	44% 77	4% 7	175	3.90
Getting a doctor's appointment when I need it	9% 16	8% 14	14% 24	19% 33	46% 80	5% 8	175	3.88
Accessing public transit	20% 34	6% 11	10% 17	8% 13	15% 26	42% 72	173	2.86
Finding parking	36% 63	12% 21	24% 42	14% 24	7% 13	7% 12	175	2.40
Getting to a lab or pharmacy after visiting doctor	40% 69	15% 26	21% 36	11% 19	9% 15	5% 8	173	2.30
Driving downtown	55% 95	10% 18	20% 34	6% 10	3% 5	6% 11	173	1.84

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE SPECIFY	DATE
1	No known services to Nurse practitioners	10/3/2020 1:16 PM
2	Incredibly challenging accessible to care within a short time period.	10/3/2020 12:18 PM
3	I can't get a Doctor any closer than Kelowna.	9/23/2020 2:22 PM
4	I have to go to Penticton to get a doctor, would much rather support Summerland	9/20/2020 2:22 PM
5	My doctor is in Kelowna none avail in Summerland	9/20/2020 12:36 AM
6	Took me 3 years to find a family doctor in West Bank now, have to drive, brutal.	9/19/2020 5:13 PM
7	Not enough GP's taking new patients	9/18/2020 8:23 AM
8	family doctor retired can't find a replacement	9/17/2020 10:56 PM
9	frequent change of Dr.'s, LOAs, etc	9/17/2020 10:38 AM
10	Specialist appointments have long wait times.	9/17/2020 9:53 AM
11	Note that my daughters don't drive and would need access to public transit to get to their appointments if I am away. Also the wait time to see a doctor is prohibitive sometimes and by the time I see them, my issue is either resolved (but with alot of anxiety in the waiting time) or has changed significantly.	9/16/2020 5:35 PM

**Q13 Thinking about the next 25 years, what are your hopes for Primary Health Care, medical, and wellness services in Summerland? Please rate the following options on a scale of 1 (not important) to 5 (very important).**

Answered: 586 Skipped: 42



	1	2	3	4	5	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Timely access to medical services – Less wait time to get medical appointments	3%	3%	6%	21%	64%	3%	579	4.44
Convenient access to walk-in clinic for minor medical problems in Summerland	4%	2%	7%	21%	64%	2%	584	4.42
Every Summerland resident has a family doctor or nurse practitioner based in Summerland	5%	3%	7%	16%	64%	5%	584	4.38
Access to a wide variety of healthcare and wellness services including physiotherapy, chiropractic, massage therapy, mental health supports and counselling, addiction treatment, nutrition, and others is available in Summerland	4%	4%	10%	19%	60%	3%	582	4.31
Convenient location - Primary healthcare office is convenient to downtown Summerland, schools, and recreation facility	7%	5%	16%	20%	51%	2%	584	4.06
Under one roof - There is easy access for multiple healthcare services under one roof in Summerland	11%	7%	20%	17%	41%	3%	583	3.72
Collaboration with Recreation Centre – Connecting health care with recreation services	14%	6%	19%	19%	34%	7%	581	3.57

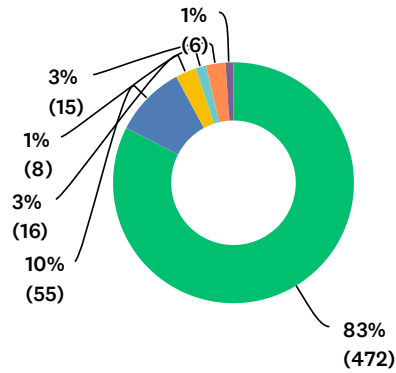
## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER, PLEASE SPECIFY	DATE
1	Integrated traditional and non-traditional health care services ( access to locally grown food and chinese medicinal plants)	10/1/2020 11:31 PM
2	With the size of Summerland, it may be better to rely on Pentiction for specialty service providers	9/29/2020 1:12 PM
3	This is a wish list...	9/29/2020 9:21 AM
4	Again study biased by questions	9/26/2020 6:56 PM
5	We already have medical centres and facilities housing doctors in place.	9/26/2020 6:42 PM
6	Summerland's a small town. Everything is already easily accessible	9/23/2020 8:53 PM
7	At 86 I have only a few years left, so soon I will need none of those services	9/22/2020 10:59 AM
8	Would like to see many of the modalities working together for the benefit of the client/patient.	9/21/2020 10:05 PM
9	Most of the needs are met in Pentiction, which is close by.	9/21/2020 5:23 PM
10	Summerland should NOT subsidize private health care services or facilities	9/21/2020 11:57 AM
11	internet access to health services makes sense - connecting recreation facilities to medical services does not make sense - summerland is 15 minutes away from first class facilities in pentiction - we can't afford our own hospital any more - please be practical hear	9/20/2020 5:42 PM
12	Everyone should have a family doc in S'land but it's not unrealistic to expect to go to Pentiction for specialized care	9/19/2020 8:22 PM
13	not unreasonable to have primary health care services within the region, but not practical to have all services in Summerland	9/19/2020 5:25 PM
14	Most important to just have access to the services, closer to downtown the better.	9/19/2020 5:13 PM
15	Having a family doctor in Pentiction works too. With the medical system now going online community needs have changed. Who knows what the future holds for online medical resources. A regional approach work best for accessing medical resources. It is better to put resources into a regional pot that allows for up to date equipment and shorter wait times.	9/19/2020 5:03 PM
16	One stop shop setup for Heathcare need would be beneficial. However don't feel it would beneficial to have it attached to a recreational centre	9/19/2020 10:14 AM
17	We should be focusing on recreation at a recreation facility. I do not agree with the concept of attaching health care services to the new recreation centre	9/18/2020 3:22 PM
18	I dont think this is a good idea at all.	9/18/2020 12:26 PM
19	I feel that you are compromising the quality of health care by confining it to a "Rec" center. Both are important - and both should have their own facility.	9/18/2020 11:25 AM
20	I don't understand why the District would get involved in healthcare	9/18/2020 8:14 AM
21	Medical services are far more important to Summerland at present than more community space.	9/17/2020 10:31 PM
22	If covid have taught us anything is that there is going to be a shift towards e Heath, online appointments, online prescriptions, I feel that this should be taken into account with thoughts of what health care will look like over the next 25+ years. Having space available for allied health services, physio, would be beneficial for ease of access to pool and fitness equipment	9/17/2020 8:46 PM
23	Social services and supports should also be part of the collaboration	9/17/2020 3:57 PM
24	Access to Virtual healthcare	9/17/2020 12:17 PM
25	These hopes do not necessarily need to be accommodated at the new Center but under a provincially funded facility separate to a community funded facility	9/17/2020 9:13 AM
26	Great idea .	9/16/2020 10:03 PM
27	there definitely needs to be more focus on preventive medicine and medical doctors referring clients to rehab, recreation, Pharma/neutraceuticals, health coaches, etc. Our whole medical system is based on reactive therapy rather than preventative therapy. Mental health therapy, physical therapy (massage, osteopath, Physio) should be covered under MSP.	9/16/2020 5:35 PM



### Q14 To what extent do you support or oppose the District investing in a new aquatic and indoor recreation centre?

Answered: 572 Skipped: 56



■ Strongly support   
 ■ Somewhat support   
 ■ Neutral   
 ■ Somewhat oppose  
■ Strongly oppose   
 ■ Don't know

ANSWER CHOICES	RESPONSES	
Strongly support	83%	472
Somewhat support	10%	55
Neutral	3%	16
Somewhat oppose	1%	8
Strongly oppose	3%	15
Don't know	1%	6
<b>TOTAL</b>		<b>572</b>

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	PLEASE BRIEFLY TELL US WHY (OPTIONAL)	DATE
1	This is long overdue and a great facility will draw many more families to the town and boost our economy. It will also increase the wellbeing of all of the residents here.	10/5/2020 8:53 AM
2	Essential to senior & family health & people need to be physically active to reduce health care costs & for their mental health. Our community is so far behind other valley towns!! Even our water front & parks are not well cared for...	10/4/2020 9:49 PM
3	Will draw people to live here, resulting in a growing, diverse community	10/4/2020 8:21 PM
4	Like the new library, an excellent facility will encourage much more use. Health and wellness are vital to a functioning society.	10/4/2020 6:36 PM
5	The old one is run down. Nobody feels safe going there after Ed. There's not enough facilities within. There is nothing in this town for people to do and I wouldn't raise my kids in a town with no fitness facilities for promoting an active lifestyle	10/4/2020 4:11 PM
6	There is a large community thats growing from young to old and many are driving to penticton for programs and services	10/3/2020 11:13 PM
7	I don't trust the District to do the right thing	10/3/2020 8:01 PM
8	The pool is old, air quality poor, and maintenance costs are high, our pool is very well used but it has exceeded its lifespan.	10/3/2020 5:35 PM
9	Fitness/preventative health is important for a community for people of all ages. Will help attract families	10/3/2020 1:18 PM
10	summerland is growing & must be ready	10/3/2020 11:18 AM
11	There are families who access Summerland pool because it is here; they would not all do the same if they had to go to Penticton. When deciding on a community to live in when we moved here 33 yrs ago, we had to have a pool/rink.	10/3/2020 10:52 AM
12	Don't see benefits of a pool. Expensive maintenance and little bang for the health-care/recreational dollar	10/3/2020 9:01 AM
13	My family and I (two parents and two children) drive to Penticton to use the pool there because the facility is waaaaay nicer and more for a preteen and toddler to do. before covid I would drive to pen 3-4 times per week to use the steam room and sauna and cold plunge shower because the facility in summerland doesn't have a decent sauna and no steam room. My children prefer Pentictons because of the slide and diving boards and all round more water activities set up in Penticton.	10/2/2020 10:10 PM
14	recreation is a vital part of a healthy happy community. I want Summerland to remain an independent community and not a bedroom for penticton	10/2/2020 8:46 PM
15	We need better infrastructure, lets fix what we already have. This is a political stamp by the current mayor. Poor use of finance.The timing for this is so poor. Most families are struggling with covid and job loss. More taxation in the future is shortsighted and difficult for families to pay.	10/2/2020 5:37 PM
16	building and planning for the future	10/2/2020 4:31 PM
17	It is so very badly needed	10/2/2020 4:10 PM
18	It has to be functional but it doesnt need to come with every bell and whistle for the use of 10 people who want it.	10/2/2020 3:30 PM
19	There is so much more to be gained in many ways	10/2/2020 12:57 PM
20	This is a shared resource for ages to access. Keeping active indoors and out remains a vital artery to healthy lifestyles and social connections. Planned programs create the structures needed to encourage participation in healthy activities. Also creates leadership opportunities for our young people.	10/1/2020 11:47 PM
21	A new recreational facility where it can be a place for social interaction in the community can be very helpful, where active clubs and classes can be hosted and citizens can be healthy and well.	9/30/2020 9:12 PM
22	I feel as thou we do not have access to the amenity's that this new facility would give us access to and I believe that the things we will be able to access are very important	9/30/2020 2:18 PM
23	I'm perfectly fine with the pool we have, it does it's job, I can swim in it. But something more would be nice.	9/29/2020 6:44 PM
24	Penticton Community centre is 20 minutes away and that is normal for any Canadian centre	9/29/2020 2:42 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

25	Local Learn to swim program is critical for a lakeside town with as many active beaches as Summerland has.	9/29/2020 1:13 PM
26	There is a great need for a more spacious and varied aquatic centre	9/29/2020 11:23 AM
27	We need facilities in Summerland to encourage community engagement. The more we have to go elsewhere to find services, the less time we have to engage and contribute to our community	9/29/2020 9:26 AM
28	Seniors can't afford huge tax increases due to low income	9/27/2020 2:12 PM
29	For continuing improvements to our mental & physical health	9/27/2020 12:12 PM
30	Our community needs our own unique facility and not a duplication of Penticton's community center. Community day time gym space is needed and sharing with a school is not always convenient as school would get priority of use/ days or evenings.	9/27/2020 8:06 AM
31	At this time we feel drawn to use penticton so facilities, our little town is crumbling	9/26/2020 9:47 PM
32	Strongly support indoor recreation centre	9/26/2020 6:43 PM
33	I feel council should apply more funds into our roads prior to this	9/23/2020 2:49 PM
34	Need to see how they plan to budget this size of project	9/22/2020 2:54 PM
35	the current one is old than i am ... and i am not young!	9/22/2020 2:38 PM
36	I rely on the experts for decisions like this.	9/22/2020 11:02 AM
37	Being proactive for health and wellness is less costly than acute health care. We need a new facility that is more energy efficient.	9/21/2020 10:11 PM
38	Currently drive to Penticton to use better facilities. Would also hopefully provide more employment opportunities.	9/21/2020 8:25 PM
39	The current facility is outdated and in need of repair which would be very costly.	9/21/2020 4:10 PM
40	healthy population is better in the long term - rather than fixing problems with health.	9/21/2020 4:08 PM
41	I would only agree if all heath care providers were charged enough rent for space to make building a primary care health clinic a good business investment for the municipality	9/21/2020 3:05 PM
42	If seeking funding to expand, easier to offer less to start than not have the ability to expand in time.	9/21/2020 2:36 PM
43	Summerland has other needs with higher priorities! Roads, water, sewer, electrical...	9/21/2020 11:59 AM
44	Exercise is the KEY to health.	9/21/2020 8:58 AM
45	Penticton is 10 min drive and has facilities	9/21/2020 12:41 AM
46	more for youth - keep crime rate down; more for seniors - Summerland is a retirement mecca; old badminton club is cold and falling apart, tennis club is barely keeping afloat given no indoor courts; tennis and pickle ball competing for space...	9/20/2020 9:52 PM
47	local government needs to focus on necessities - roads, water, sewer, affordable housing etc. - this project is unnecessary and unaffordable	9/20/2020 5:48 PM
48	as an active senior, we need to keep active all year round using a facility that allows us to continue playing tennis, pickleball, other indoor sports,	9/20/2020 2:26 PM
49	I am not sure what the condition is of the current facility and how much it would cost to renovate it.	9/20/2020 10:59 AM
50	I feel that a recreation centre that provides services across the age spectrum makes us a healthier community and will help make Summerland a place to bring up kids, provide healthy opportunities for our youth, adults, and seniors.	9/20/2020 9:57 AM
51	If it offered more to do indoors for families and youth during the winter months we would be VERY much on board!	9/20/2020 7:55 AM
52	We need 2 pools one that is shallow and warm for recoup and small children and a regular pool preferably salt water pool	9/20/2020 12:39 AM
53	No where is it stated just how much each property owner etc will actually pay in the Property Taxes. Summerland is not big enough to support all these "wants".	9/19/2020 9:24 PM
54	The community needs a rec centre if it's going to attract young families	9/19/2020 8:25 PM
55	Because our aquatic centre is a healthy environment that promotes a healthy way to live life, socialize and raise children in a safe environment. It encourages a healthy life style for all	9/19/2020 6:24 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

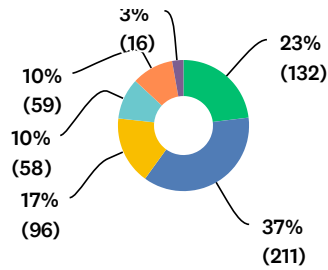
	young and elderly people.	
56	This is very deceiving without knowing the tax implications of the capital costs and what will be the net increase in operating costs.	9/19/2020 5:25 PM
57	As long as it's a salt water pool and not wasted on tennis courts.	9/19/2020 5:14 PM
58	Important for the well being of the entire community.	9/19/2020 5:11 PM
59	Is us needed and promotes health and community togetherness	9/19/2020 4:58 PM
60	I'd rather see roads fixed up...the roads in summerland are absolutely terrible	9/19/2020 2:05 PM
61	It would benefit the community of all ages for various health and fitness reasons and would prevent the community in outsourcing these needs elsewhere	9/19/2020 10:17 AM
62	The current Center is too small and aging.	9/19/2020 10:09 AM
63	We are actually super happy with the existing aquatic centre. We prefer it to Penticton. I suppose the change rooms could use an upgrade- family change rooms are much more practical then gender specific. I understand that families involved in swim club might be wanting a bigger pool to accommodate their activities. For that reason I am not opposed to the expansion.	9/19/2020 8:48 AM
64	Town isn't big enough with the present tax base to afford this dream!	9/19/2020 8:38 AM
65	Yes, if it includes primary health facilities. Otherwise not so much.	9/19/2020 8:08 AM
66	It is definitely needed and is important for our community to grow. People will want to live here if there is such a centre that meets the community's needs.	9/18/2020 4:26 PM
67	Would optimally an indoor tennis facility.	9/18/2020 3:21 PM
68	The one we have is too small and too old and I believe it needs to accommodate more things in our Community. Too many people go to Penticton for these options when we need to support local services.	9/18/2020 2:18 PM
69	It promotes a healthy lifestyle which promotes a healthier community.	9/18/2020 12:29 PM
70	It's essential for people to want to live in Summerland to have these types of programs. Otherwise it's a constant drive to Penticton and might as well move there. We also need another skating facility! Outdoor in winter!!	9/18/2020 11:00 AM
71	The pool is long overdue. Time to reinvest in something to be proud of. My kids currently train six days a week in Penticton and the awful pool is a huge factor.	9/18/2020 8:50 AM
72	The current facility is old and does not allow for fitness classes to be taught within the facility.	9/18/2020 8:48 AM
73	It is sorely needed	9/18/2020 8:24 AM
74	I think it's very important to have an area for the community to all attend and not be worried that there isn't enough spaces. While summerland aquatics centre has done its job, I think building a new, larger and better place for the community to use and stay active will be highly beneficial in the future. Not something that won't be used. I also think including a indoor soccer field would be beneficial for soccer teams/tournaments to use would allow practices to continue throughout the year(ex)Kelowna capital news centre.	9/18/2020 7:41 AM
75	I strongly support a new indoor recreation centre, I do not support a pool.	9/17/2020 10:33 PM
76	We are a young family who have recently moved to summerland, having the opportunity to have a new rec center the enjoy over the next 20+ years would be amazing!	9/17/2020 8:50 PM
77	Taxes already high for a small town.	9/17/2020 8:13 PM
78	Don't think we should be spending a large amount of money mixing the rec center with health care....they should be kept separate	9/17/2020 7:49 PM
79	This is a huge community need	9/17/2020 6:00 PM
80	Penticton is only 14 k away!	9/17/2020 5:15 PM
81	We use the Penticton facilities- so as our kids get older it would nice to be more local	9/17/2020 4:37 PM
82	I want to say strongly but it really depends on the overall level of tax increases required to fund	9/17/2020 4:01 PM
83	Wanting Summerland to have a destination and activities that supper health family activities. We go to penticton for that, we are. It supporting Summerland.	9/17/2020 3:18 PM
84	We need more for families here. We need more for youth. There are not enough of these types of things that are keeping families here. With more of these facilities I strongly believe that it would help the mental state of many people.	9/17/2020 2:03 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

85	Recreation is important to the vibrancy and health of a community. It is not measurable, however, we are all healthier with recreational opportunities and community connection	9/17/2020 1:37 PM
86	I travel to Penticton now as I find their aquatic centre to fit my needs better than the present one in Summerland.	9/17/2020 12:26 PM
87	It is an investment in our community and our community's growth. If we want Summerland to grow, we need to provide facilities to sustain that growth.	9/17/2020 10:32 AM
88	It increases everyone's quality of life, mental health, physical fitness and cultural and social strength of the community.	9/17/2020 10:22 AM
89	Depends on how much of a personal financial impact. I would want to know the numbers.	9/17/2020 10:18 AM
90	These facilities are instrumental in obtaining and maintaining health and well being. A lot of long term care issues can be mitigated if problems associated with health are caught early and care and rehabilitation is provided promptly. A facility of this nature is a wise investment, from many perspectives.	9/17/2020 9:57 AM
91	We need a facility here in Summerland that everyone can use and enjoy. I find it annoying that in order to enjoy some recreational time with my family, we have to get in the car and head to Penticton so we can all enjoy the pool or so I can work out at a facility that has space and a variety of weight machines. I especially don't like that I have to do this in the winter on the highway. I fully support the investment of a new facility and really hope that we have a lot of access to pool time (perhaps consider a lane pool separate from a leisure pool so there is a broader range of access time). (Also really hoping for a lazy river!) Point is, we fully support this venture.	9/17/2020 9:38 AM
92	if it's chlorinated I definitely won't use. If healthier alternative I'd be delighted.	9/17/2020 9:11 AM
93	Current facility is old having the capability to increase size and provide Summerland residents with more accessible and potentially more services is a true benefit to our community life	9/17/2020 8:51 AM
94	The current pool is to small for to meet my needs	9/17/2020 6:24 AM
95	health, wellness and activity is a top priority for a vibrant community that will encourage a mixture of residents of ALL ages. having to go to PEnticton or Kelowna for services does not help meet those needs	9/16/2020 6:32 PM
96	Definitely worth tax payer dollars if designed meeting the needs of the community for many generations to enjoy	9/16/2020 5:39 PM
97	Some of the facilities under consideration are available in nearby communities.	9/16/2020 5:21 PM

### Q15 To what extent do you support or oppose the District of Summerland funding the construction of a new Primary Health Care Clinic?

Answered: 572 Skipped: 56



- I support this with significant District taxpayer support if required
- I support this with modest District taxpayer support to subsidize clinic construction cost...
- I am neutral about District investment
- I am opposed to this unless District taxpayer support for clinic construction is minimal
- I am opposed to any District support for clinic construction (construction would be funded...
- I don't know

ANSWER CHOICES	RESPONSES	
I support this with significant District taxpayer support if required	23%	132
I support this with modest District taxpayer support to subsidize clinic construction costs	37%	211
I am neutral about District investment	17%	96
I am opposed to this unless District taxpayer support for clinic construction is minimal	10%	58
I am opposed to any District support for clinic construction (construction would be funded by clinic itself)	10%	59
I don't know	3%	16
<b>TOTAL</b>		<b>572</b>

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	PLEASE BRIEFLY TELL US WHY (OPTIONAL)	DATE
1	What does this mean, will doctors pay rent, will it be staffed for all open hours? Is this a walk in clinic, diagnostic services? Treatment center for addiction services?	10/4/2020 9:49 PM
2	It is important to grow our town and businesses. This new centre will be a long term investment in making Summerland a desirable community	10/4/2020 8:21 PM
3	Only if there is a good return on investment from renting out the space.	10/4/2020 6:36 PM
4	This is a Provincial taxpayer expense and too large of a burden on the small taxpayer base in Summerland. We HAD a hospital that could be used to serve this need. Primary health care providers are operating as businesses and that's why they usually rent commercial space or build their own buildings. If there were specific providers that wanted to partner with the District to build to suit for their own lease space in the facility, that would seem reasonable, one would assume that the physio clinic in the Penticton Recreation Center is leased space? If free space is a way to improve recruitment and retention of doctors, then it should fall to the Provincial government to fund that portion of the project. Also, space for the recreation areas and leisure center shouldn't be reduced by unnecessary office space - there is no shortage of space for commercial medical offices in Summerland. Finally, with the opioid/drug overdose crisis out of control, it's very likely that many treatment centers/ office appointments would involve situations that are not compatible with a family use environment.	10/4/2020 5:29 PM
5	Not all of us can afford a spike in taxes a lot of us are youth or seniors	10/4/2020 4:11 PM
6	I am concerned that we will provide the healthcare space but it not be filled or sustained.	10/3/2020 12:19 PM
7	The new facility has to be functional but affordable, so we may have to sacrifice a few wishes in order for taxpayers to support it.	10/3/2020 10:52 AM
8	I worry about large tax increases on the seniors and young families already on tight limited budgets	10/2/2020 8:46 PM
9	In this present climate it is not the right time. It also doesn't fit the new normal, post covid. What is this municipal government thinking.	10/2/2020 5:37 PM
10	we need to support the infrastructure but not to the point where taxes make it unaffordable to live here. How do Seniors?.of which we have many, and young families...which we hope to attract to our town, afford a big tax increase	10/2/2020 4:31 PM
11	Aging local population, and a growing population. It would be a good long term investment	10/2/2020 12:57 PM
12	medical care access will be an ever increasing issue here for retirement age population	10/2/2020 11:25 AM
13	Building a primary health care clinic will do little to attract Doctors. The Doctors are moving to the Kootenays for balanced lifestyles and mountain amenities, and affordable housing. We have naturopaths, massage therapists, chiropractors and doctors within a one block radius already. We don't need a large building to integrate all of these services especially when it is much more complex to monitor HVAC and heating systems which require windows that don't open, blinding LED lighting, and clinical design. Perhaps if this was built surrounded by trees and serene walking paths, with a non-clinical design, it would be more appealing but definitely not necessary.	10/1/2020 11:47 PM
14	I think I need more information to convince me this has been a good investment for other communities.	9/29/2020 8:28 PM
15	We have a very small tax base and we have to support a lot of different aspects of running our town. Roads have to also be maintained and we aren't made of money unfortunately. Get as much outside support as possible. Likely more outside support available for health than for our infrastructure	9/29/2020 9:26 AM
16	We seniors are basically low income and have to keep food on the table and pay all utility bills, etc.	9/27/2020 2:12 PM
17	Again. Redundant.	9/23/2020 8:54 PM
18	The need for added doctors and lab access for ppl unable to drive etc	9/23/2020 7:46 PM
19	I like a central space for this Clinic however as a health professional it is up to me to rent my space. I don't think District taxpayers will appreciate more taxes for this after the Police Station overrun in costs and not having 24 hour police coverage as promised.	9/21/2020 10:11 PM
20	I don't really understand the need to combine the two and feel there is greater need for updated recreation facilities	9/21/2020 8:25 PM
21	Times are tough, but if the additions meet the needs of all age groups and families it better supports taxing the citizens	9/21/2020 2:36 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

22	with plans in place for the district to recoup costs through rental agreements	9/21/2020 2:22 PM
23	Taxes already too high - private investment should carry these costs.	9/21/2020 11:59 AM
24	Physicians make high salaries and should fund their own overhead	9/21/2020 12:41 AM
25	no one should go without access to a regular Dr, especially in a retirement town where medical history is substantive and important for Dr to know..	9/20/2020 9:52 PM
26	private enterprise is the proper agency for supplying clinic construction - let some of the local property owners in the downtown area enhance their property value and invest their money into new offices for health care - less chance of waste	9/20/2020 5:48 PM
27	It needs to be discussed in regard to what the cost will be and how much it would improve the situation over what we have now. The Rosedale Centre is quite good as it is although not integrated with the Lab facility. .	9/20/2020 10:59 AM
28	This should be funded with provincial health funding not municipal funds.	9/20/2020 10:15 AM
29	I have nobproblem with increased taxes for a new rec center and health center	9/19/2020 11:55 PM
30	\$4-6m for a clinic?! Ridiculous. How much did Ponderosa clinic cost?	9/19/2020 8:25 PM
31	Providing health care is the responsibility of Interior Health and should not be funded by local residents. Private health care clinics operate for profit - should not receive financial support. Any health care facilities included in the recreation centre should operate without any cost to the city - both construction and operating and could even make a profit. Do not jeopardize the pool construction by adding additional costs.	9/19/2020 5:25 PM
32	Construction costs are one thing but how would the operating costs work? Most medical clinics are funded by the regional health system or by individual practioners who run them as businesses. This business model seems to stray from that.	9/19/2020 5:11 PM
33	Provincial Government should be paying for this	9/19/2020 2:05 PM
34	I haven't thought about it much, I am interested in learning more.	9/19/2020 8:48 AM
35	I support this but not sure how much significant support means so I have chosen modest support	9/18/2020 4:26 PM
36	I am opposed to spending taxpayer dollars to support doctors who are basically private contractors.and we cant afford it!!!	9/18/2020 3:24 PM
37	I don't want to pay too much more in taxes, but I would like to see some of the local doctors work in Summerland and take care of the locals as opposed to working in Penticton	9/18/2020 2:18 PM
38	If some support draws in doctors then maybe it would work but I would not support it at a rec cre	9/18/2020 12:29 PM
39	I feel that we deserve better and should construct a separate clinic on a larger scale. I would wholeheartedly support that with my tax dollars.	9/18/2020 11:27 AM
40	There is enough vacant office space downtown and in the hospital/medical centre that I don't think we need a community funded medical office.	9/18/2020 8:50 AM
41	it would depend on exactly how much we would have to pay. I am not opposed but would want to know the figures first.	9/18/2020 8:48 AM
42	In other municipalities the recreation facility might have an extra room they can rent to physiotherapists but patients would still pay to use the pool and weight rooms. I agree with that but not a medical clinic. If I had to support that with my tax dollars I would move. Our taxes already are not fixing roads or beaches or building pickleball courts outdoors.	9/18/2020 8:23 AM
43	I think health care is very important, but if this would take up space for a better pool, indoor gym ext. perhaps limiting that space or just creating already used spaces and making them promote more wellness services.	9/18/2020 7:41 AM
44	Medical services are very difficult to access in the Okanagan. Currently my family (husband, myself and elderly mother) must travel to West Kelowna for medical care.	9/17/2020 10:33 PM
45	Current infrastructure is available in the community for this - spaces could be re purposed	9/17/2020 8:40 PM
46	There are so many other large infrastructure projects that are needed in summerland before this!!!!!!	9/17/2020 7:49 PM
47	I don't see this as much as a need	9/17/2020 6:00 PM
48	What level of funding can be expected from the Province around integrating health care services? Would this be considered a primary care network project? If so partnerships with the	9/17/2020 4:01 PM



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

province, interior health, Divisions of family practice, etc could result in additional funding opportunities.

49	The Rosedale clinic already seems to be meeting our needs	9/17/2020 3:36 PM
50	More information is required. There are a lot of potential partnership options and without knowing more, it is difficult to say how much of a project of this type should be funded by the taxpayers.	9/17/2020 9:57 AM
51	This should be an Interior Health initiative, not district.	9/17/2020 9:53 AM
52	A health care facility should be occupied by paying tenants/rental contracts. The healthcare provides should also be users of the facility providing rehab (pool/gym/community programs) that is otherwise not available or has wait lists that need to be addressed	9/17/2020 9:18 AM
53	I support some taxpayer Contribution if access and services are increased as a result, not to simply move existing services	9/17/2020 9:12 AM
54	Interior health and the doctors should pay for this, not us	9/17/2020 8:57 AM
55	Unsure how this type of facility could be staffed with the current lack of medical professionals	9/17/2020 8:51 AM
56	our community needs these services as we do not have functional transit, so accessing services outside the community is a huge barrier for low income families & seniors & those with disabilities	9/16/2020 5:40 PM
57	It depends on whether the health network would be focused on preventative medicine or not. I would say I support the District IF the focus is on boosting immune system, preventative health, staying healthy programs, and attracting more doctors here that believe in this philosophy. There should be equal emphasis on staying healthy and addressing health concerns.	9/16/2020 5:39 PM

Q16 Any other thoughts, views, or information you feel would be useful to the project team to understand how the community feels about aquatics, indoor recreation, healthcare, and community services in Summerland?

Answered: 162 Skipped: 466

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	RESPONSES	DATE
1	I am so excited for this! We could really make it amazing!	10/5/2020 8:53 AM
2	Will this happen in our life times?	10/4/2020 9:50 PM
3	More range of activities would be great Skateboarding classes Hoola hoop classes Two step/ballroom classes in a space big enough Gymnastics facilities (lots of young families would love this here instead of going to Penticton)	10/4/2020 9:39 PM
4	A community centre with a co-operative approach to a variety of life-style needs and wants will quickly become the heart of Summerland. Our beaches and parks somewhat provide this in the summer. Building this service hub will provide year round interaction amongst the community	10/4/2020 8:26 PM
5	An indoor tennis facility, possibly also combined with a running/walking track, is very desirable.	10/4/2020 7:43 PM
6	The new library has proved that a good facility with excellent staff will attract and promote positive community involvement. This will also apply to aquatics and indoor recreation. This is a great investment in attracting the sort of community minded health conscious people that I think would help build our community.	10/4/2020 6:40 PM
7	It would be very beneficial to have a proper health & leisure center in Summerland - many families will only go Penticton, especially for the safety of the family change rooms.	10/4/2020 5:32 PM
8	This town needs to promote fitness lifestyle it is full of young families and seniors both ages that need high amounts of fitness to achieve proper health. This town has the worst option of fitness and recreation facilities I have seen it needs major improvement. To be a destination for up and coming families to settle down there needs to be more.	10/4/2020 4:12 PM
9	Many people invest in Penticton gyms (myself and daughter included) because of their facility having a lot of equipment, the times they are open (early to late) and their programming offering (spin classes/boot camps etc) it would be so nice to stay home and support local!!	10/4/2020 4:09 AM
10	I think that this is a very important thing for the community to support. Currently many members of our community drive to Penticton or North for appointments and activities. It would be excellent to be able to provide the services here in Summerland. Keep Summerland strong!	10/3/2020 8:04 PM
11	I don't trust the District to do the right thing.	10/3/2020 8:01 PM
12	It does not need a banquet hall or big gathering space. Don't duplicate what is already available in the town such as the racquetball club or the seniors centre. Plan wisely and not fancy. It doesn't need to be a showcase piece but functional and inclusive.	10/3/2020 5:38 PM
13	A. Fix the old one or B. When the new ones built, build it to last 75 years.	10/3/2020 5:36 PM
14	I support Summerland in creating numerous spaces for young families, where there will be free or low cost child care, programs for children 0-5, places where parents can connect, FREE (OR LOW COST) events/classes/drop IN, as well as free-play opportunities available for families with young children. This will help families as we won't have to drive to Penticton, west Kelowna, or Kelowna for these services. This will also help encourage young families to move here. ☺☺	10/3/2020 2:48 PM
15	We have a well used but very outdated and tired pool facility with no central rec facilities that the whole family can use at the same time and at the same location. Having a selection of sport and health providers paying rent to support such a facility.	10/3/2020 2:11 PM
16	Very important much needed facility that will be beneficial for the community. Keep young families in the community and help it grow.	10/3/2020 1:19 PM
17	A dog park NOT in Trout Creek. It already is host to two dog areas ( one not municipality supported). Need large space uptown or in the hills.	10/3/2020 12:20 PM
18	I wish there was a track for Summerland kids to train. Apparently when they took down McDonald school they were supposed to put a track in but still haven't. Considering how into marathons we are as a community I don't understand why this hasn't been made a priority.	10/3/2020 11:54 AM
19	We are a community, we need a community/recreational/health center, just like families need a home.	10/3/2020 10:55 AM
20	keep us in the loop all the way along. Full transparency.	10/3/2020 10:24 AM
21	Ensure sufficient parking.	10/3/2020 9:34 AM
22	for health reasons see for alternative water treatment instead of chlorin	10/3/2020 6:12 AM
23	Would love to see our aquatics be able to support competition swimming	10/3/2020 5:57 AM
24	Pleeeeeease update the pool and bring the community centre feel to summerland like Penticton	10/2/2020 10:21 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

has. And please consider putting in a decent cedar sauna and steam room and cold shower plunge for those that use it for detox purpose. Though my children are now 4 & 9, I think childminding would be something beneficial to look into and def adding rooms to rent out for birthday parties. Though we have thrown a few birthday parties at the current summerland pool my kids wish to do their next at the Penticton one just because the facility is nicer. It would also be very cool to have more lanes for orca club members and for people that enjoy lane swimming. The two just isn't enough. Also....wheel chair assessable to be able to roll into the water instead of the lift would be amazing. And maybe some more programs based towards youth with different abilities. I've seen lots for seniors but would love to see more programs for the younger generation who may not fit into the typical 'swim lesson' category. Also! Family change rooms please:) and please consider people who identify as a different gender than they may have been born. I think this is where the family change room would be so benifical. I however do not feel it nessissary to combine a medical centre/health with the community centre. Yes, running some Mental health programs out of the community centre would be rad but I would be really Happy with just an updated bigger facility. I feel that if you allocated some extra rooms to be used for things like AA meetings and mental health services that would Be perfect. Thanks for allowing my input. Looking forward to hopefully having an update in our beautiful town:)

25	salt water pool	10/2/2020 8:47 PM
26	Opposed.. not the right time, fiscally irresponsible. Council is out of touch. Post covid recovery is going to be expensive and slow.	10/2/2020 5:38 PM
27	the recreation centre in canmore ab is a very well used site. While it does not have medical services, opting for the need for for art and library connections, it is a beehive of activity and a town treasure. Might be worth a look as a model	10/2/2020 4:33 PM
28	This is exciting. We need a new community Rex centre where people of all ages can enjoy it for years to come. Plan smart. Build 8 lanes for swim competitions so we can bring more people to town to boost the economy and also attract doctors and young families. Build a indoor walking track for seniors and everyone else to safely get exercise year round.	10/2/2020 4:15 PM
29	This could be a showcase for Summer land and Peachland.	10/2/2020 3:07 PM
30	I think Summerland has been waiting a long time for this to happen! Let's do it!	10/2/2020 2:55 PM
31	It's important to have a good aquatic and health centre locally. It keeps people spending time and money in their community, and encourages health and fitness	10/2/2020 12:58 PM
32	We already need more Doctors here, if this will draw them to come and stay then Thank You.	10/2/2020 11:28 AM
33	Keep primary health care separate from public recreation facilities. Build the indoor recreation and community centre facility first because this will serve the most variety of people and ages. Connect this facility to phase 2 - the aquatic centre with a glass/wood walkway surrounded by patio trees and shrubs (and bird feeders). Create an outdoor winding 1 km walking path around the facilities. Have a safe space to park bikes. Summerland's community programming is very limited compared to other communities our size who don't have an indoor pool or indoor recreation centre, e.g, Peachland, Ucluelet, Lake Country. Does great recreation programming depend on a new facility to thrive? Not really. For a town our size, we need less money going into top heavy administration and more resources going to people working part-time for recreation services who can engage all ages with a variety of programming that is affordable and flexible, and creative.	10/2/2020 12:13 AM
34	n/a	9/29/2020 9:43 PM
35	Please make sure the plans are shown and critiqued by lifeguards. Facilities with a lot of "fun" areas are often hard to guard. It would a shame to build a big facility and not be able to pay all the staff it would take to run it safely. Thank you	9/29/2020 8:31 PM
36	The construction of a pool that can support proper swim meets, directly supports activities and support for youth!	9/29/2020 11:25 AM
37	I love that a smaller place like Summerland had a pool. Would love to see a new multiplex facility in Summerland.	9/28/2020 8:48 PM
38	None	9/28/2020 6:31 PM
39	IARGE NEED FOPR ADDITIONAL PICKLE BALL COURTS.....THIS IS AN EXCELLENT WAY FOR SENIORS TO STAY IN SHAPE...AND STAY AWAY FROM THE DOCTORS OFFICE AND HOSPITALS	9/28/2020 9:31 AM
40	Having a pool is very important for quality os life here in Summerland.	9/27/2020 4:25 PM
41	We do need upgraded facilities for all ages, but this town has a large population of seniors on fixed incomes.	9/27/2020 2:12 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

42	The project is heading in the right direction and taking into account multiple stake holders and community groups. If property taxes can be held to a moderate increase I believe the community would get behind the project. The important aspect is to support young, youth and senior projects so the entire community will benefit from the program.	9/27/2020 1:52 PM
43	Summerland Secondary gym has not been available to the Rec Dept for public use in the past and would recommend a gym separate from the school. The PE dept have not made the school gym accessible.	9/27/2020 8:08 AM
44	This study is biased from the outset If open to all ideas questions would have been worded with more openness in mind	9/26/2020 6:58 PM
45	An indoor recreation is absolutely needed in our community. Presently our services to active seniors and other age groups is lacking.	9/26/2020 6:45 PM
46	The concept of integrating health, recreation and community services is a strong idea.	9/25/2020 8:58 PM
47	Instead of 8 lane pool have a 6 lane pool and a water walking/running track or loop.	9/24/2020 8:50 AM
48	Walking track	9/24/2020 8:21 AM
49	I think thst it is completely frivolous to consider a project of this size in these times. People can utilize this community's existing resources.	9/23/2020 8:56 PM
50	I use the facilities through the Recope program and am grateful for this type of program because it keeps me mobile. The program is GREATLY appreciated.	9/23/2020 9:44 AM
51	Thanks for the survey !	9/22/2020 7:28 PM
52	Strongly in favour of indoor tennis. This would attract many from neighbouring communities and offer opportunities for youth programs. Tennis is a sport that is growing in popularity around the globe.	9/22/2020 5:12 PM
53	I can see the benefit of having community services like a diabetes clinic, community respiratory clinic, speech/language, nutritionist, public health nurse etc. under one umbrella. However, I do not believe that the tax payers of Summerland should have to pay for a site for doctors/nurse practitioners. As much as I support health care for everyone, I strongly do not support subsidizing their overhead.	9/22/2020 3:16 PM
54	Is the lack of local health professionals specifically due to the lack of space? It seems to be a provincial issue and I am missing how building the space will bring them to the district.	9/22/2020 2:39 PM
55	I have found the RECOPE services invaluable for the last few years. Having a facility for that group is very important to me for the next few years.	9/22/2020 11:05 AM
56	What provisions have been made for the arena / curling club inclusion in the long range plan? I think healthcare is more of a Provincial issue rather than municipal	9/22/2020 9:41 AM
57	I think the idea is great and definitely an asset for our community as I prefer to look at being proactive in our physical and mental health. My concern though is financially how does our community afford this at this time or even in the next 5 years....	9/21/2020 10:15 PM
58	As my kids get older it would be nice for them to have somewhere safe to hang with friends and perhaps even a youth group run by the rev centre.	9/21/2020 8:27 PM
59	We are part of the Orca Swim Club and a pool big enough for competitions is the most important thing for us!!!	9/21/2020 6:09 PM
60	Have know idea how you can ask people to answer this survey as if Covid is not happening. Once again covid is going to be with us for awhile.	9/21/2020 5:48 PM
61	It all seems such a huge undertaking for this small town.	9/21/2020 5:28 PM
62	We must think of the future. We must encourage the desire to have a facility that is one to be proud of. Let's provide the best for future residents of this lovely town! Also, bearing in mind that we may in future have to deal with another pandemic, thought should be given to designing a facility that can be adapted to serve our needs during such an eventuality. s	9/21/2020 5:09 PM
63	They need to review all options first and for most! This must be planned and all plans need to be addressed to the public for approval. This needs to be addressed when we have a new council voted in. These questions should be on the ballet sheet.	9/21/2020 3:32 PM
64	I am very supportive of recreation and athletic activities but not of the healthy centre.	9/21/2020 3:06 PM
65	The offer by School District 67 to share costs for the HVAC system for the new complex is very generous and should not be ignored.	9/21/2020 3:04 PM
66	In general Summerland is a town where people of all ages participate in community events ( ie: festivals etc). The recreational/healthcare needs outweigh the availability in this regard.	9/21/2020 2:38 PM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

67	has partnership with the Y been explored?	9/21/2020 2:22 PM
68	Indoor tennis courts are an absolute must in Summerland and would attract many new members from outside of summerland as the only indoor facility closest to summerland is in Kelowna	9/21/2020 1:33 PM
69	Expanding recreational services with tax money is not my highest priority. Why does Council & staff think these plans should be prioritized over basic services like upgrading & maintenance of road, water, sewer & electrical services? Stop the encroachment of post-modernist philosophies in our town!!	9/21/2020 12:04 PM
70	The maximum effort and expense will never be wasted.	9/21/2020 10:01 AM
71	I am 75 years old and my Dr is in West Kelowna with no hospital privileges in the Penticton hospital. There will come a time, soon, when I can not drive myself there. I am aware that many people, in Summerland, are unable to have a local Dr. Also, I'm a tennis player who use to drive to Penticton, twice a week to play in the bubble. An indoor tennis facility would be a boon to the community, as we could play all year and people would come from near and far. Tournaments would draw people here to boost the economy.	9/21/2020 6:10 AM
72	Our community needs a aquatics center for our very young and our oldest. We a beautiful vibrant community and this would add such a benefit to this town.	9/21/2020 6:09 AM
73	Strongly opposed to using municipal dollars to fund primary health care. This is a provincial jurisdictions. Fund an indoor tennis facility- this will attract people and economic growth in our community. This resource does not currently exist in the south okanagan. It will probably attract new doctors too (to locate in Summerland)	9/21/2020 12:44 AM
74	I think a multi functional recreation space would serve young families, teenagers, & a aging population for generations to come!!	9/20/2020 11:08 PM
75	There are existing facilities and programs that need to be considered in the process such as the badminton club, the youth centre, the tennis club, the fitness clubs, etc. - build on without throwing out the baby with the bath water	9/20/2020 9:53 PM
76	Increasing taxes right now might be hard for some due to COVID-19. the taxes should be based on income, if that possible,	9/20/2020 7:46 PM
77	keep it simple and focus on replacing the pool - avoid competing with private enterprise for workout facilities and health care offices - and remember that 15 minutes to the south of us our neighboring community of Penticton has an excellent pool facility and now that we have transit to Penticton it makes more sense to ensure that the bus schedule accommodates Summerland residents	9/20/2020 5:52 PM
78	A centre that is a holistic hub for wellness makes sense. If people can access medical, rehabilitation, and fitness services under one roof, I think mental health will improve as well.	9/20/2020 12:28 PM
79	There seem to be too many "motherhood" questions in the survey.	9/20/2020 12:13 PM
80	I think it is a great initiative but it does depend on where the money comes from. We have fairly good facilities as is, but they may need to be renovated and that may be almost cost as much as building something new, more modern and intergrated with other health/fitness/recreational needs of our community.	9/20/2020 11:02 AM
81	Very supportive of the concept of combined use facility especially if funding can be split between various levels of gov't so that it isn't all funded through property taxes.	9/20/2020 10:21 AM
82	Having been born in Summerland and bringing up my children in Summerland who learned how to swim at our pool and were part of the Orca program, I see the pool as a very important part of our community. I also believe that programs for all ages are important in building a strong community. A facility that meets the needs of a broad spectrum of out community will ensure that Summerland is a vibrant community rather than folks heading to other communities to meet their recreational/health needs.	9/20/2020 9:57 AM
83	To have a multi-sport facility would really benefit Summerland and families and seniors that live here!. A place with a few ice rinks, a swimming pool, indoor playground, indoor skatepark, walking/running track, indoor soccer field, cafe.... These would all be great! Most especially in the winter.	9/20/2020 7:57 AM
84	I would like to see 2pools and room for classes etc. We need a strong community centre with varied opinions	9/20/2020 12:42 AM
85	Strongly support it! Would be great to have a proper rec center, gym for sports and activities. Have it designed that gyms or rooms can be acceses from outside so can arrange drop in volleyball, basketball, youth games on weeknights etc	9/19/2020 11:57 PM
86	Healthcare is priority. But just how much are tax payers expected to pay out? As seniors on a	9/19/2020 9:28 PM

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fixed income we can NO longer pay further into the future...Summerland is getting too expensive to live in. Council the growth but want money from the existing residents. Can't wait to leave Summerland.

87	A rec centre should be about recreation. Put the health clinic somewhere else. Don't just duplicate the Penticton rec centre. Think of opportunities that don't exist in Penticton and other towns in the region because that's what will attract people from out of town to come here and use the facility and help our local businesses, esp. in the winter. Indoor tennis would be a huge economic boost to the community; you'd have people up and down the valley coming here to spend their \$.	9/19/2020 8:34 PM
88	Remember that swim competitions or any competitions/ tournament bring people into our community for days at a time. In return, they spend money and support local businesses while staying here. Build something to support and host large group activities/competitions/tournaments.	9/19/2020 6:31 PM
89	Summerland needs a new aquatic recreation centre. It is vital for the community. The facility should have an up to date pool along with an indoor walking track, a fitness area and community space for programs. It should be a place for all people not specific community groups. Space should be flexible to accommodate programs for families, youth and seniors. Trying to put healthcare and community services within a recreation facility is a big stretch and it would be awful to see the project not go ahead because the projects weren't compatible. However, it is exciting to see the future recreation needs of Summerland being addressed and I look forward to using the new facility.	9/19/2020 5:30 PM
90	A new pool/ complete recreation centre is essential. But, its capital and operating costs must be affordable. Information on the total impact on taxes is needed to make this survey meaningful. Health care amenities are great if they pay their own way. Plan for the long term to accommodate growth and the eventual loss of other recreation facilities in the district. Design flexible spaces for changes in recreation demand. Build it next to the arena. Get started building soon .	9/19/2020 5:30 PM
91	Childcare, seniors programs, and access to doctors are known issues in our community. I'm not sure why the recreation centre is trying to address all these issues unless a major expansion is proposed. If the new facility is going to provide child care options, it should be required to provide proof of residency to use the programs, otherwise we will likely be competing with many people in the surrounding area to use the new services, get on wait lists, etc.	9/19/2020 5:17 PM
92	I think these things are important, but not at any cost. People in Summerland can access Penticton facilities and really, there's nothing wrong with the current facility especially with the highschool getting anew gym. It seems that a new recreation centre would be something you'd consider after other basic infrastructure is in good shape. The library upgrade was nice, but also unnecessary considering the other priorities we have. Many of our roads outside the downtown area are literally falling apart. i would be very upset to see more money spent on new infrastructure again! It's like buying a new porche for myself when the roof of my house is falling apart!!!	9/19/2020 2:09 PM
93	I feel summerland really needs a pool families can go to and enjoy. The current facility is only good for swimming lessons, not enjoyment. My family would rather drive to penticton then go in to that cold, boring pool. I also feel that a family change room should be of the highest priority. The city of Summerland failed to protect our children from Eddie. Prevention is key. My family has not gone back since and will not use the Summerland pool until this has been corrected. A good fitness facility(with early morning access) is missing in Summerland. This would be a huge benefit to so many.	9/19/2020 11:39 AM
94	Lots of good quality fitness machines (weights). And quality cardio machines	9/19/2020 11:01 AM
95	A larger fitness centre with more equipment and space would result in more families being active in the community and would bring the city the ability to create revenue.	9/19/2020 10:19 AM
96	Really hope there will be a walking/running track included.	9/19/2020 10:18 AM
97	Upgrade the pool etc that we have. We don't have the tax base to afford \$30 m in spending on this facility!!	9/19/2020 8:40 AM
98	Raquet sport facilities exist around town. Please focus on recreational facilities that are needed and will benefit the greatest number of people and have a low economic barrier.	9/19/2020 8:16 AM
99	i think chiropractors and physiotherapists don't need to be within this building. But if Summerland could attract and retain enough doctors/nurse practitioners because they are located within a nice facility like this then that's a good idea.	9/19/2020 7:34 AM
100	I fully support this initiative.	9/18/2020 4:27 PM
101	I think adding in recreation centres would not only have the chance of pulling in more people	9/18/2020 4:13 PM

## Needs Assessment for Summerland Recreation & Health Centre Public Questionnaire

	from other communities but also would make summerland a far more attractive place to live for the youth and encourage the town development and growth.	
102	Dedicated times for people living with Autism. Sensory bags. Sensory play options. Sensory times for swimming because the pool can be very loud. Dedicated times to those with Autism	9/18/2020 3:52 PM
103	Healthcare should be removed from the mix.	9/18/2020 3:25 PM
104	I just feel as a resident of Summerland for 20 years, that we need to have the necessary services in our Community to accomodate our local residents so that they do not need to see these services outside of the Community. We need to take care of our own, especially our aging population. Accessibility is essential	9/18/2020 2:21 PM
105	We definitely need more of both. But dont forget about the roads....	9/18/2020 12:30 PM
106	I have seen in other communities where an existing pool was expanded to include a large additional pool, along with added recreational facilities including gym. Rink with walking track, day care, physio therapy, etc. The original pool was kept warmer and served for children's swim lessons and Rehab aqua classes. The large pool was cooler and served for water polo, aqua fit classes, lane swim ,etc. There was no mention of keeping the original aquatic centre and possibly incorporating it into the new "Hub". Love the Hub idea though.	9/18/2020 11:40 AM
107	Last winter, Pickleball filled more 200-time slots a week and it was not enough. This is one of the fastest growing sports in CANada at the moment. New indoor facilities should take this into consideration when it comes to laying out indoor courts as well as future indoor competitions.	9/18/2020 11:31 AM
108	Indoor soccer field or nets like those found often in Europe. Outdoor skating rink. More intramural sports for adults too. Basketball, volleyball, indoor soccer etc. Floor hockey. Keep kids and adults active!	9/18/2020 11:01 AM
109	The current pool/recreation centre is outdated, too small. I support this investment. I don't think a health centre component is necessary though. There are enough spaces in the small community for the health services to be offered, I don't think they need to be moved/collocated.	9/18/2020 10:48 AM
110	We need to recruit doctors and this facility / clinic would be a huge help!	9/18/2020 9:57 AM
111	This facility can be the centre of the community (regardless of location) in terms of providing a space for families, youth & seniors to come together in a safe recreation environment. It is a priority for our family to have this amenity be as forward thinking as possible.	9/18/2020 9:38 AM
112	I would recommend the same pool design as Dawson Creek. It is a great pool for kids, the lazy river is superior to Penticton, and a swim meet can be run at the same time as public swimming. It was built with a large donation from the community.	9/18/2020 8:53 AM
113	I think having this new facility would be a great 'hub' for our community. Bringing together families and a 'one-stop' place to go for all our health and fitness needs.	9/18/2020 8:49 AM
114	We are a town with a population of 11-12,000 with small amount of industry, large amount of farmland and lots of seniors with limited incomes. I feel we cannot support the huge expense of getting involved with healthcare. Penticton is 15 minutes away. Look at the huge police station that was built with jail cells even which are never used. Waste of money for community this size. I do think community services are important but not the District getting involved with healthcare.	9/18/2020 8:29 AM
115	Growing up in summerland I always loved going to the pool for toonie swims, or attending the tropical swim/Halloween swim, and having a space where the whole community can use without having to close the whole pool or have specific times would be so beneficial. (The Nanaimo Aquatic centre has a decent sized space with all the amenities). I also think having a bigger gym and indoor space for recreational use and fitness classes would be so awesome because currently a lot of 20-60 year old Summerlanders have to go to kelowna or penticton for these amenities. (Spin class would be fun, as well as yoga space). I do believe there are some good daycare programs currently (chicks) but a space for drop off so parents could use the centre would be good. And would create another job for younger adults.	9/18/2020 7:48 AM
116	Being in Summerland almost 20 years. I came from Richmond where the community centres were everything to the community. From kids socializing, parents and kids going to play groups , playing basketball with friends , swimming lessons , seniors classes. We need a centre that is the hub of our community for all members of the community , young , old , singles , families , teenagers. Having medical access to drs all day without waiting hours would be a very beneficial addition	9/18/2020 6:10 AM
117	Please, I beg you! Create a place that families of all abilities and ages can enjoy in, all seasons! Swimming! Like Penticton pool.... lap lanes, high dives and fun leisure kid pools! Family change rooms are a must!	9/17/2020 11:25 PM
118	Why tear down the high school gym? It could function as a community gym.	9/17/2020 10:57 PM



## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

119	Be great to have a facility for everyone to use that's properly staffed for longer hours and more options as well as having an ice staff that helps generate business by creating, marketing and filling the facility so that in can generate a profit	9/17/2020 10:35 PM
120	Partner with existing clubs and private companies to build indoor tennis & racquet sports facilities	9/17/2020 10:11 PM
121	A quality pool and fitness facility with flexible options for meeting/program space would be ideal. Our small community cannot support nor does it need a fancy entity with extra bells and whistles. I do agree that the majority of recreational funds should go to this and establishing trail networks to link the community	9/17/2020 8:44 PM
122	Would a multi sport facility be more cost efficient? ...having a multi plex aquatic centre and arena together. Rather than building an Aquatic centre now and a new (much needed) arena down the road.	9/17/2020 7:52 PM
123	It is very easy to say yes to many of these options, but realistically summerland does not need them and has too many other projects that need to be taken care of first!!!	9/17/2020 7:51 PM
124	All of the above seem to me not important as Penticton has all the amenities a short distance away... most roads in Summerland need extensive work... we also have the Foundry that has opened in Penticton as well as across B.C which covers a lot of the questions above.	9/17/2020 5:19 PM
125	Our population was not large enough to sustain our hospital. Our taxes and fees have gone up significantly recently. We are unaffordable to many residents. Reality check please	9/17/2020 4:41 PM
126	The Penticton facility is beautiful- I would be happy if that was what we had in Summerland.	9/17/2020 4:38 PM
127	An indoor track!!	9/17/2020 4:22 PM
128	Service integration really does support better use of funds and resources at all levels if the project is truly collaborative and innovative. I think there are many opportunities for people and professionals in Summerland to benefit from this type of initiative overall. Look forward to hearing more about next steps.	9/17/2020 4:02 PM
129	My partner and I have started a family and see this as a huge need for summerland and young families to have the resources to do family activities together and see the huge importance it would play to also have a heath centre in our community! It's been impossible it seems to find a new doctor to accept us in summerland and we have to travel outside the community for this support.	9/17/2020 2:49 PM
130	I believe having the proper recreation would help families, kids and young adults with their mental and physical health. We have a major lack of activities for all i have listed. As a life long resident of Summerland, the lack of recreation is pushing me and my young family away from Summerland. We need these facilities not only to keep the residents here but also bring more young families here.	9/17/2020 2:06 PM
131	Access to more affordable and closer mental health counsellors not just for youth (up to 18)	9/17/2020 2:00 PM
132	A new centre will create a great community hub for citizens of all ages. Health, wellness and connection create happy communities. I would love to stay within my town to recreate.	9/17/2020 1:40 PM
133	We need a place to go 24/7 to encourage fitness and health in our community and to feel safe at the same time	9/17/2020 1:14 PM
134	Community services for special needs kids,youth and seniors are in need of huge improvements. This new center should be large and think of the future. We need more in summerland to keep families here. We regularly go to pentiction because the pool facilities are way better for young families. We also get ot and speech services in pentiction because summerland is so limited.	9/17/2020 12:16 PM
135	If this community had an all encompassing health, fitness, community hub I would go so much more often.	9/17/2020 11:26 AM
136	A pool facility for families and kids is a must, we don't use the current one as it's old and decrepit. Having to drive to Penticton is a real pain, let's focus on the pool before the healthcare.	9/17/2020 11:15 AM
137	A new facility is only a benefit to the Summerland citizens. To have most things is one place will be a benefit to people's health and mental wellness. Totally agree, Summerland needs this.	9/17/2020 11:13 AM
138	The pool is too cold and it lacks family change rooms.	9/17/2020 10:46 AM
139	have you considered the use of the Harold Simpson Memorial building in your plans?	9/17/2020 10:39 AM
140	As Summerland continues to be a place for young families to call home, we need to provide facilities for these families to grow, learn and be healthy.	9/17/2020 10:33 AM

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

141	I feel there are many gymnas spaces in town. Baptist church, unisus, highscool.I don't think that is the best use Of this space. I would like to see those existing spaces more available to the public. I think having a space for people if all ages to stay active in the winter months important, pool, workout spaces, walking track. Also to offer the youth/ seniors a space to have evening activities when most other things are closed. I feel this encourages community and helps mental health in the winter months.	9/17/2020 10:24 AM
142	Social workers need more support. Nurses should not be trying to do jobs they do t understand	9/17/2020 10:13 AM
143	No	9/17/2020 10:00 AM
144	I think this is an important community investment, that is long overdue. Summerland will only continue to grow in population, and if these facilities are in place, they provide fundamental programs/opportunities/benefits that we can only consider an investment in the health and well being of the people of Summerland and area!	9/17/2020 9:59 AM
145	We live a couple of blocks from the current aquatic center, and feel vaguely guilty when we drive to Penticton's beautiful facility. A new pool would be a major asset for us, even though our kids are getting past the age to use it much. I know the costs are significant, but I think it would be worth it. Not so sure about the healthcare angle -- seems like something Interior Health should be handling, and most of those services are run privately. I guess I don't see much benefit in having everything in one building.	9/17/2020 9:57 AM
146	I would like to say that I hope for the fitness facility that there be sufficient space between workout equipment machines, and that there are a lot of different work out machines. I wwalked into our Summerland fitness room at the current center and walked right out as I felt that there was not enough space or variety. There really is not a place that exists in Summerland. I also hope t he pool can have a warmer temperature for kids/families/rehab and would really love to see a lazy river, again for children and families to enjoy, but also for exercise in walking "up river". Again, pointing out the facility in WHitehorse, their lazy river is in almost a figure 8 with an area in the center to sit in. It is a really great design that should be noted :) Also a gradual entry point would be beneficial- I think some call this a beach entrance (?). I am excited personally for my own family and for Summerland to offer this facility and I can't wait to see what the District decides upon for size and design.	9/17/2020 9:43 AM
147	Our current "healthcare" (medical system) is not healthcare, it's sick-care. More preventative type practices - Acupuncture, osteopathy, yoga, meditation, etc would be far more helpful and create a healthier society with less funding.	9/17/2020 9:43 AM
148	Personally, as a family with a young child, my current and past reasons for my own lack of use of the Rec facility is the poor pool design. I would never take my little child there when there is no space to safely play (no wading area and the shallow end is too deep for a short mother with a baby) and the lack of options for little kids swimming lessons (more options for schedules needed for those families who don't fit in to "normal" work schedules) mean I've only been able to use the swimming lesson program once in my daughter's four years. We always go into Penticton for the pool, which I dislike doing in the winter with poor weather (when we want to use indoor facilities the most).	9/17/2020 9:27 AM
149	Be sensitive to not replicating health care businesses that already exist in Summerland. It is OK to enhance access to a service such as including gym/pool for rehab. Essentially you would be considering PT/OT and support staff. Use Penticton and other communities that have clinics as tenants but also users at same time	9/17/2020 9:23 AM
150	Many of the issues in the survey are important to me but there may be creative ways to meet those needs without adding to infrastructure costs. Things like open gym times at local schools in evenings for example (so you don't have to rent full space) or continue the district approach of utilizing existing large spaces within the community. I don't think one single building can or should meet all those needs but a strong hub is key.	9/17/2020 9:17 AM
151	Have the pool and fitness area separate from any future health centre.	9/17/2020 9:14 AM
152	I feel like the recreation center and Healthcare center should at least have different doors - contagious people shouldn't use the recreation center... Healthy foods with smoothie bar and accommodating siffernt diets would be wonderful. Please no damn fast food.	9/17/2020 9:14 AM
153	A daycare facility would be a MUST for this new rec centre . Child care is so needed for this community . And even after school care . Support is needed for young families Also , would love to see an integrative setting that would include naturopaths working out of the health care clinic .	9/17/2020 9:07 AM
154	Do not make the mistake of grouping cultural/arts activities with sports/aquatics/wellness.	9/17/2020 12:07 AM
155	I think that Summerland is one of the best places in the world to live. We need to support people of all ages and abilities. Thank you.	9/16/2020 10:07 PM
156	This is fantastic for Summerland to build our future on. A cornerstone to continue to attract	9/16/2020 8:07 PM

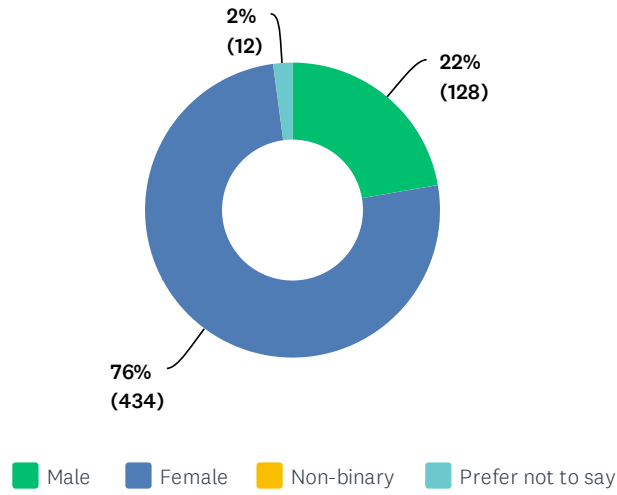
## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

young families to the area while supporting all age groups and develop a stronger sense of community. Possibility of developing higher level sports academy in conjunction with middle and high school. What about the rink? I believe a broader scope of other third party non-profits and religious groups should be involved. see one example <https://phase.center> Thank you for all the work done to date!

157	Weight room must have an attendant to oversee participants activity, provide help and continued guidance to help avoid injuries or improper movements	9/16/2020 6:43 PM
158	access to multi disciplinary health care which becomes more integrated with activity and active rehabilitation will be the way of the future. traditional MD "care" is impossible and not the best approach for holistic care.	9/16/2020 6:33 PM
159	We go to Penticton for most aquatic, indoor rec, paramedical and community services. Having these services here will provide meaningful jobs in Summerland and keep more money in the community by reducing necessary trips to surrounding towns.	9/16/2020 5:41 PM
160	I believe a cooperative model makes sense - investment by practitioners themselves and in partnership with the District.	9/16/2020 5:40 PM
161	This sounds wonderful!	9/16/2020 5:38 PM
162	I am a health care provider, there is limited opportunities for employment in summerland,I, I would like to see more employment opportunities are the primary care level	9/16/2020 5:20 PM

### Q17 Are you:

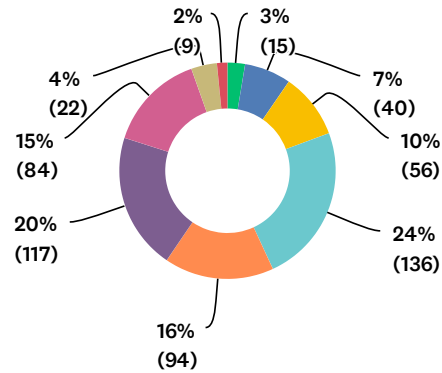
Answered: 574 Skipped: 54



ANSWER CHOICES	RESPONSES	
Male	22%	128
Female	76%	434
Non-binary	0%	0
Prefer not to say	2%	12
<b>TOTAL</b>		<b>574</b>

### Q18 Into which of the following age category do you belong?

Answered: 573 Skipped: 55

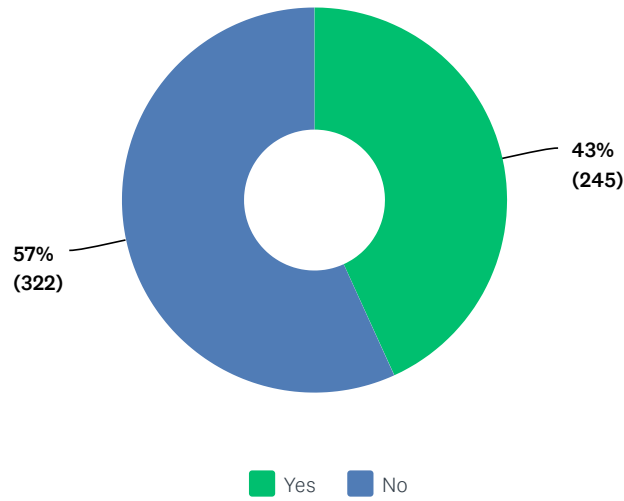


■ Under 18   
 ■ 18-24   
 ■ 25 to 34   
 ■ 35 to 44   
 ■ 45 to 54   
 ■ 55 to 64  
■ 65 to 74   
 ■ 75 years or better   
 ■ Prefer not to say

ANSWER CHOICES	RESPONSES	
Under 18	3%	15
18-24	7%	40
25 to 34	10%	56
35 to 44	24%	136
45 to 54	16%	94
55 to 64	20%	117
65 to 74	15%	84
75 years or better	4%	22
Prefer not to say	2%	9
<b>TOTAL</b>		<b>573</b>

### Q19 Are you a parent with children 18 or under living with you at home?

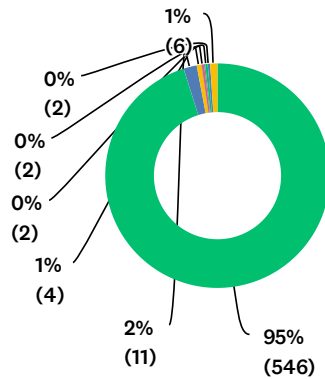
Answered: 567 Skipped: 61



ANSWER CHOICES	RESPONSES	
Yes	43%	245
No	57%	322
<b>TOTAL</b>		<b>567</b>

## Q20 Where do you live?

Answered: 574 Skipped: 54



- Summerland - primary residence
- Summerland - seasonal resident
- Penticton
- West Bench
- Penticton Indian Band Reserve
- Kaleden
- Peachland
- Okanagan Falls
- Naramata
- Kelowna
- West Kelowna
- Elsewhere in the South Okanagan
- Other:

ANSWER CHOICES	RESPONSES	
<input type="checkbox"/> Summerland – primary residence	95%	546
<input type="checkbox"/> Summerland – seasonal resident	2%	11
<input type="checkbox"/> Penticton	1%	4
<input type="checkbox"/> West Bench	0%	0
<input type="checkbox"/> Penticton Indian Band Reserve	0%	0
<input type="checkbox"/> Kaleden	0%	0
<input type="checkbox"/> Peachland	0%	2
<input type="checkbox"/> Okanagan Falls	0%	0
<input type="checkbox"/> Naramata	0%	0
<input type="checkbox"/> Kelowna	0%	1
<input type="checkbox"/> West Kelowna	0%	2
<input type="checkbox"/> Elsewhere in the South Okanagan	0%	2
Other:	1%	6
<b>TOTAL</b>		<b>574</b>

## Needs Assessment for Summerland Community Recreation & Health Centre Public Questionnaire

#	OTHER:	DATE
1	I am a senior, but a foster parent. Most of the 40 or so kids I have had in the past 5 years have accessed the pool.	10/3/2020 10:57 AM
2	i live in west bench but work in Summerland	9/22/2020 2:40 PM
3	If this is a Summerland Wellness Center why would you have these other cities/towns listed. You are going to be upping SUMMERLAND taxes for this project.	9/21/2020 5:49 PM
4	born, raised and graduated in S'land - spend summers in S'land now, and retiring back to property in S'land in 2022	9/20/2020 9:55 PM
5	Question 18. My adult daughter and her 2 minor children live with my wife and I.	9/19/2020 10:11 AM
6	live in Summerland. 2 rental properties in Summerland. Plan to retire in Summerland	9/17/2020 10:39 AM



## **APPENDIX B – PUBLIC OPEN HOUSE SUMMARY**

## **Summerland Open House Key Findings:**

### **Aquatics**

- Chlorine alternatives desired
- Rehab activities are a priority; access other than lifts
- Minimum 8 lanes to host sanctioned swim competitions, FINA standards for 25m minimum, Adjacent dry space for training/classes, etc.
- Better viewing area is needed
- Leisure pool to attract the community - Slides, lazy river, separate warm pool
- Universal change rooms / family change rooms

### **Indoor Recreation**

- Meeting rooms are needed for workshops, meetings, and teaching courses
- Fitness with weight room, fitness class space (yoga, tabata, strength, dance)
- Climbing/bouldering wall should be considered (support from survey?)
- Indoor walking track and exercise stations

### **Gymnasium**

- Need a community gymnasium because the school gyms do not have enough access
- Access is needed during school hours and school year (i.e. winter)
- Could a community gymnasium and school gymnasium be connected/combined?
- Space for birthday parties and other celebrations
- Accommodate all types of children's classes
- Gymnasium could potentially provide dry space for the pool?
- The existing secondary school gymnasium is in desperate need of replacing.

### **Healthcare**

- Would be great to have a holistic health centre with a variety of health practitioners
- Needs identified included services for mental health, people with addictions, and low-income, and all ages
- Concern over the model – collaborative approach with a Board with equal representation? What is the business model and how will various agencies contribute?
- Team-based approach to healthcare could result from this model – focus on preventative health
- Could improve continuity of care from primary care to rehabilitation to general community programs
- Could streamline access and help get people to the right services at the right level faster / remove bottlenecks
- Makes sense to combine with recreation

## **Other**

- Dedicated childcare and child-minding space is important; could generate revenue and be a source of grant funding
- Outdoor spaces should also be considered – films, outdoor theatre, performance space for smaller groups and community events
- Aging population with mobility and dementia challenges – should support their independence as much as possible
- Provide adequate parking
- Community kitchen and food security programming is part of health (review existing facilities with kitchens)
- Social gathering spaces for all demographics to use – especially youth.
- Meeting rooms for workshops, meetings, and courses are needed; Space for community education programs
- Need true accessibility, all in one services is great for accessibility and visibility of services people may not know about
- Location is very important

## **Willingness to Pay/Cost**

- We need to know capital and operating costs
- Look for many funding sources and strategies
- We need to build the best facility we can now because it will be our only chance for the next 50 years
- Aging population has limited ability to pay
- Multiple partnerships are a good approach
- Need to know what the funding partnership looks like – gov't, docs, etc

# NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE

## ONLINE OPEN HOUSE - SEPTEMBER 24, 2020

4pm

### AQUATICS

"Aquatics - Would like to see salt water pool for lane swimming"

I would not want a salt water pool do to taste[ and cost

Allergies to Chlorine - alternate is great

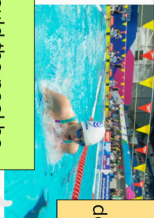
Yes, salt water pool instead of chemically treated water

A 50m pool would be great

Pool large enough to accommodate rehab activity. Access other than lifts. Perhaps separate pool for rehab as in Penticon and other models in other communities.

rehab, aquaft, competitions - beneficial depending on cost

Aquatics, having mixed space available, two pools, one 8 lane for aquaft & lap swimmers as well as a warm pool for physio and rehab. Having a long course 50m pool would be one of the only ones around.



Would the pool be one that competitions could be held at?

Minimum 8 lanes to host sanctioned swim competitions!

Referendum - will there be a breakdown on what each phase costs?

Willingness to pay or ability to pay - Summerland has an Aging population

Business Model? how various agencies will contribute

\$

We need to know capital and operating costs and net impacts on taxation. Hope there many funding sources and contributions to help

Would the health care center also consider additions and needs for low income people? thanks

"Will there be mental health programs for all ages as part of the health care center?"



Carscadden

### INDOOR RECREATION

"I would like to see a full weight room facility as well as rooms dedicated to fitness classes"



Indoor recreation - weight room, fitness classes (yoga, tabata, strength, dance)

Outdoor Spaces - are these being considered?

Outdoor space to celebrate films, outdoor theatre, music and arts that provide seating for smaller groups (under 50) for community enjoyment.

how to better connect the community to what is already in Summerland

### GENERAL

Q: I notice that today is also a day that you were to meet with the Penticon Indian Band - that is an important connection

Health Care - Team based approach to health care that is preventative health focused - Physio, Chiro, naturopathic doctors, counselling, nutrition, energy based therapy etc.

The more services added to the site, the bigger the parking lot. What kind of plan is considered?

PARKING?

Social gathering space for all demographics to use, especially for youth - there seems to be limited options for this demographic!



space for birthday parties and other celebrations.



"spaces for all types of children's classes"



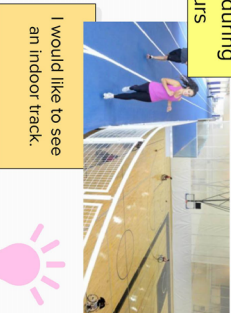
Appreciate the forward thinking approach incorporating multiple partnerships.

Community Economic Recovery Infrastructure Program

Aging population and accessibility is important

LEFS ASSOCIATES

"With school sports so active in the middle and high school gyms throughout the winter it is possible to get another gym with a possible walking track for heart health programs ? this would allow space for many activities for the community throughout the winter."



I would like to see an indoor track.

Gymnasium space available for community programming during school hours

Gymnasium space available for community programming during school hours!

Connections to the new gym for the community?

Does the design for the new school gymnasium include a connection to whatever the constituents of Summerland decide they need in this Center?

"You mentioned that you spoke with physicians, what are their thoughts on having a primary care clinic in a recreation facility? It seems like an odd mix, are there other communities that have done this successfully and does it lead to retaining local doctors?"

a place where agri-food tourism events can take place (eg. a catered dinner celebrating Okanagan Harvest)

Will there be space for guides, brownies, scouts, cadets to meet or would they use the school classroom space?

"Have you any information from the survey that the Regional District is doing on the availability of Day Care spaces in the area - there are huge gaps available for Day Cares in this area from both Provincial and Federal governments"

I would also like to say that I believe having child care and dedicated child minding space is important!

General - Community Kitchen with dehydrators, preserving equipment, etc. would be fabulous.

Having meeting rooms available would be advantageous for workshops, meetings and a place to teach courses that could be rented out!

True accessibility in the design of the full building and all of its chosen amenities

Community Economic Recovery Infrastructure Program

Aging population and accessibility is important

LEFS ASSOCIATES

DISTRICT OF SUMMERLAND

# NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE

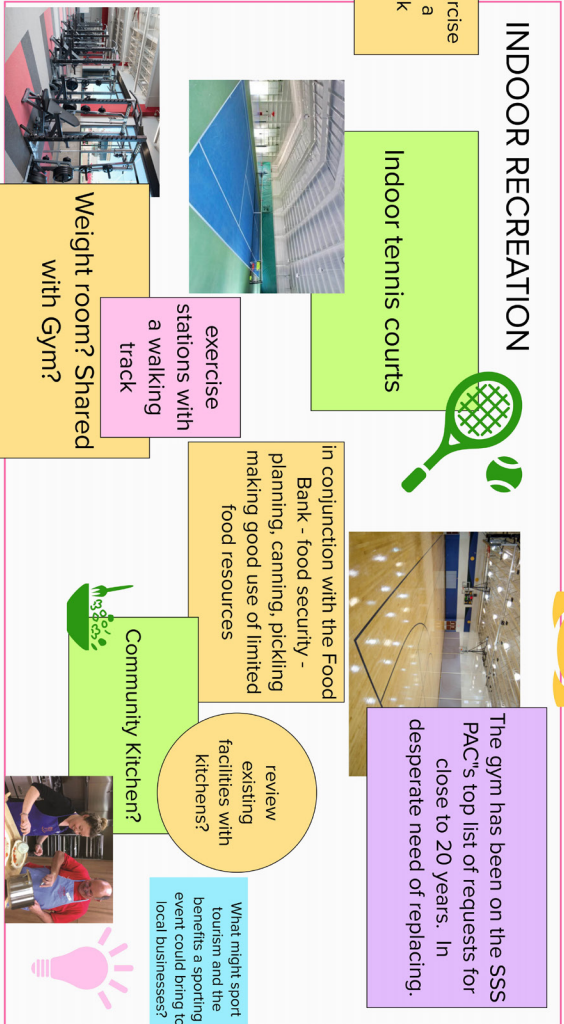
## ONLINE OPEN HOUSE - SEPTEMBER 24, 2020

5pm

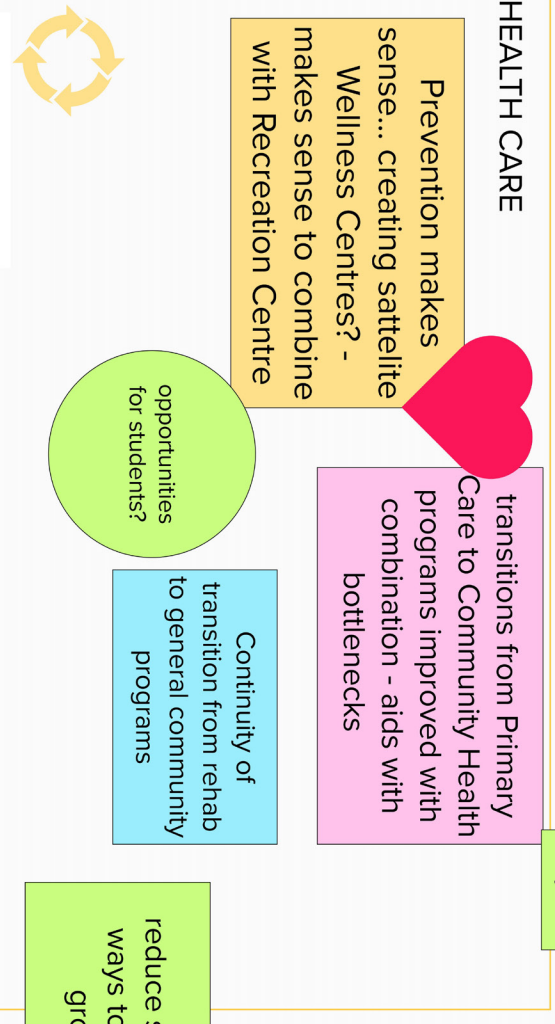
### AQUATICS



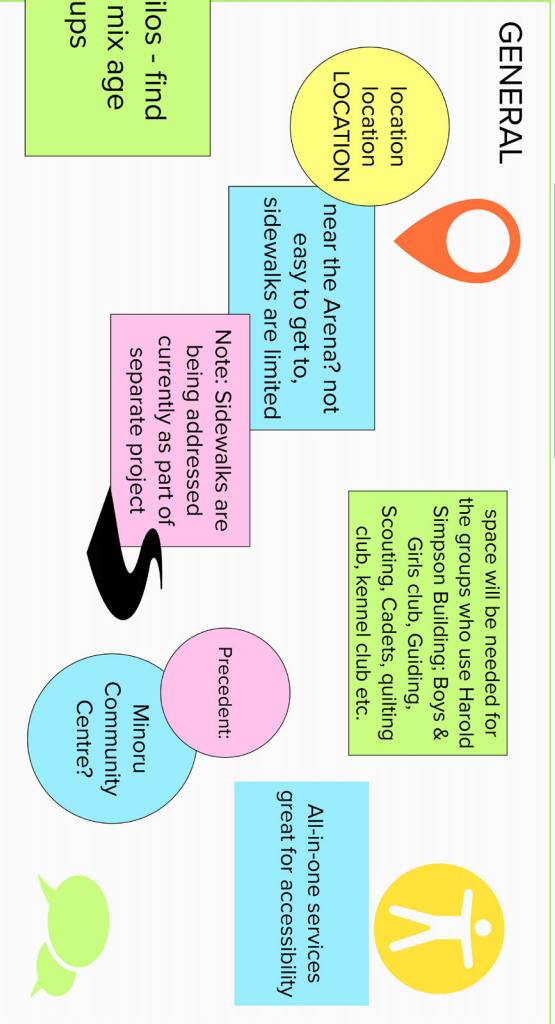
### INDOOR RECREATION



### HEALTH CARE



### GENERAL



# NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE

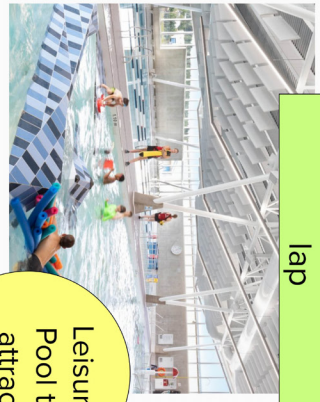
ONLINE OPEN HOUSE - SEPTEMBER 24, 2020

6pm

## AQUATICS



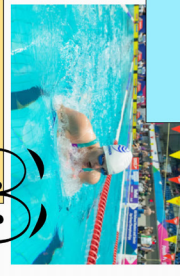
Orca Priorities?  
pools with appropriate temperatures (2) - warm leisure and cool lap



Leisure Pool to attract community

Deep pool

Cool pool for laps



Dry area for viewing

Warm pool for RECOUP

Ability for Clubs to host swim meets

Is the current Gym access sufficient?



Public gym space

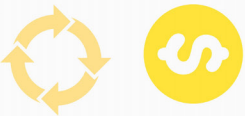


## HEALTH CARE



Shallow pool

Universal Change Rooms - family change rooms



What is funding partnership look like?

Possible government partnerships

Does pay market rent

Community Education

## GENERAL



Child / Youth care needed



## **APPENDIX C – STAKEHOLDER QUESTIONNAIRE SUMMARY**

# 1 PURPOSE OF QUESTIONNAIRE & STAKEHOLDER OVERVIEW

## 1.1 PURPOSE OF QUESTIONNAIRE

We reached out to stakeholders from diverse recreational, health and wellness, and community organizations to hear about the needs and priorities of their memberships. In addition to the stakeholder workshops, the questionnaire provided a flexible and accessible opportunity for organizations to share:

- Their organization’s vision for the project;
- Their organizations needs and barriers around aquatics, indoor recreation, health care services, wellness services, and other services for children, seniors, and youth;
- Any partnership opportunities they might see within their organizations or the community at large, and
- Their understanding of the willingness and methods to pay for new facilities.

## 1.2 STAKEHOLDERS

Stakeholders were identified by District of Summerland staff, the project Steering Committee, and the consulting team. All stakeholders were invited to complete a questionnaire providing information about their organization, future needs, potential partnerships, and willingness to pay for a new facility.

Thirty-four respondents, representing twenty-nine recreational, health, and community organizations, responded to the questionnaire. The questionnaire was open from September 2<sup>nd</sup> to 20<sup>th</sup>, 2020.

### 1.2.1 RESPONDING ORGANIZATIONS

Respondents included representatives from:

- **7 community service and/or non-governmental organizations, including senior-serving organizations**
  - Kinsmen Club of Summerland
  - Alzheimer Society of BC (2 responses)
  - Meals on Wheels
  - Summerland Chamber of Commerce (2 responses)
  - Summerland Museum & Archives Society
  - Summerland Community Centre Association



- K-40
- Summerland Royal Canadian Legion
- **6 school, childcare, or youth service organizations**
  - Little Chicks Childcare Centre
  - Trout Creek Kids Club
  - School District #67
  - Boys and Girls Club of the Okanagan
  - Summerland Youth Centre Association (association no longer operating)
- **4 allied health and healthcare-related businesses**
  - Pharmasave Summerland (2 responses)
  - Spokes Clinic
  - Elemental Psychotherapy
  - Summerland Phsyiotherapy
- **4 aquatic recreation groups**
  - Summerland ORCA Swim Club
  - Summerland ORCA Masters
  - District of Summerland lifeguards
  - South Okanagan Recope Society\*
- **3 indoor recreation groups**
  - Recreational Volleyball
  - MacGillivray Hockey
  - South Okanagan Fencing (club no longer operating)
- **3 indoor/outdoor recreation groups**
  - Summerland Pickleball
  - Summerland Badminton Club
  - Summerland Recreation Society Lakeshore Raquets Centre
- **1 healthcare authority**
  - Interior Health (2 responses)

## 1.2.2 FACILITY NEEDS OF ORGANIZATIONS

To better understand facility needs, stakeholder organizations were asked whether (prior to any COVID-19 related restrictions) their programs were over capacity and unable to take on new participants or under capacity and looking for new participants. Organizations reported that:

- 37% were over capacity
- 30% were at capacity

The availability of facility space and the appropriateness of facility design were two important limiting factors for organizations that were overcapacity, with

- 58% identified lack of facility space
- 42% identified problems with facility design

## 2 RESULTS OF QUESTIONNAIRE

The following sections describe the key results by topic, pulling together the results from each engagement activity.

### 2.1 INDOOR RECREATION & ACQUATICS

#### 2.1.1 VISION FOR INDOOR RECREATION & AQUATICS

- When asked about the **vision for aquatics and indoor recreation** in Summerland over the next 50 years, stakeholders responded with the following key words and concepts:
  - Accessible (11/23)
  - All ages (8/23)
  - Multi-use (7/23)
  - A social hub (6/23)
  - Innovative and contemporary (6/23)
  - Support community health, recreation, and wellness (5/23)
- Other important words included:
  - Green and sustainable (2/23)
  - Flexible (2/23)
  - Affordable (2/23)

#### 2.1.2 AQUATICS

When asked about improvements to existing Aquatic centre, the most popular response by far were pool improvements and amenities (14/23). Improvements included:

- Improved change areas, including family and gender neutral changerooms
- Increased capacity (larger size)
- Meeting rooms and rentable party room adjacent to pool
- Lap pool
- Kid-oriented features such as water slide, lazy river, spray play opportunities
- Ability to host swim meets
- Hot tub, sauna, steam room

### 2.1.3 GYMNASIUM

When asked about whether a dedicated community gymnasium was needed, or whether the existing shared use model should continue, stakeholders favoured:

- A dedicated gym due the scarcity of gym time available at the secondary school (8/24)
- The shared model should continue at the secondary school, as it would enhance fiscal prudence and community-building (8/24)
- Shared access if more access could be dedicated to the community (3/24)

### 2.1.4 OTHER INDOOR RECREATION

Stakeholders identified indoor recreation facilities and programs that were missing, difficult to access, or needing improvements in Summerland.

- The most common responses were:
  - Meeting, educational, and event rooms (5/20)
  - Amenities and spaces for kids and youth (5/23)
  - Gymnasium (including pickleball, basketball, and indoor volleyball opportunities) (4/23)
  - Indoor walking track (3/20)
  - Indoor tennis (3/20)
- Other responses included:
  - Better fitness centre (2/23)
  - Exercise studio & programs (2/20)

### 2.1.5 ROOM SIZE

To better understand the most important room sizes for a new recreation and health facility, we asked stakeholders about the average numbers of participants and users they hosted at one time for their programs or services.

- The greatest need is seen for rooms for **11 to 30 people**
  - **12%** - Rooms for 10 or fewer people
  - **58%** - Rooms for 11 to 30 people
  - **19%** - Rooms for 31 to 80 people
  - **12%** - Rooms for 81 people or greater

## 2.1.6 OTHER COMMUNITY SERVICES

Stakeholders identified community services that are as missing or difficult to access in Summerland.

- Most popular responses were:
  - Meeting rooms and educational spaces (4/18)
  - Family and infant/toddler drop in and programs (3/18)
- Other important missing services mentioned were:
  - Increased youth services (2/18)
  - Daycare, out of school care (2/18)
  - Social services (1/18)

## 2.1.7 WILLINGNESS TO PAY – RECREATION & AQUATIC CENTRE

We asked, “To what extent does your organization support or oppose the District investing in a new aquatic and indoor recreation centre?”

- There was strong, consensus in support, with
  - **87.5% of stakeholder respondents reported that their organizations would strongly support or somewhat support** the District investing in a new aquatic and indoor recreation centre, and none opposed. (12.5% were neutral).
- It is also important to note that some view a new community centre as a critical piece of community infrastructure, others, noting the high cost, felt there was a need for more informed community feedback and a community referendum.

## 2.2 PRIMARY CARE AND ALLIED HEALTH SERVICES

### 2.2.1 VISION FOR HEALTHCARE AND WELLNESS SERVICES

The following key words and concepts were described by stakeholders when asked what their vision was for primary healthcare and wellness services in Summerland over the next 50 years.

- The most common responses were:
  - More access (9/20)
  - Multi-disciplinary (5/20)
  - Comprehensive services (5/20)
  - Innovative (3/20)
- Other important comments included the need for healthcare and wellness services to be:
  - Affordable and inclusive (2/20)
  - Preventative (1/20)

### 2.2.2 HEALTHCARE AND WELLNESS FACILITIES AND SERVICES NEEDS

When asked what healthcare and wellness facilities and services are currently missing or difficult to access in Summerland, stakeholders mentioned:

- The benefits of having multiple service under one roof (8/16)
- Walk-in clinics with greater access, longer hours, and availability for those without primary care providers (4/16)
- Inclusion of mental health services (3/16)
- More primary care providers (3/16)
- Youth-oriented health and wellness services (2/20)

### 2.2.3 WILLINGNESS TO PAY – PRIMARY HEALTH CARE CLINIC

We also asked, “To what extent does your organization support or oppose the District of Summerland investing in a new Primary Health Care Clinic as part of a joint project or partnership?”

- There was general, though less emphatic, consensus in support, with **71% of stakeholder respondents reported that their organizations would strongly support or somewhat support** the District investing in a new Primary Health Care Clinic as part of a joint project or partnership and none opposing. It is important to note that 29% were neutral. When given greater information about costs and trade-offs, opposition and neutrality may increase.
- It was also noted that community investment would need to be contingent on the details of how the funding and partnership agreement is constructed.

## 2.3 OTHER

Other key comments included low user fees, with particular caution around constructing barriers to community health, wellness, and recreation, particularly for those who may be in most need of these services.

## ADDENDA ON PARTNERSHIPS:

The following stakeholders shared possible opportunities for partnerships.

- **Long term tenant, possible facility investment:** Summerland Physiotherapy, currently at capacity: “Yes. We would be happy to become long-term tenants of a multi-disciplinary health facility as described above. We would be open to discussions regarding investment into the facility as well.”

Wendy Otto, Owner, 250-494-1828, summerlandphysio@shawbiz.ca

- **Possible land & programming:** Kinsmen Club, currently over capacity: “ If the project involves using the land currently occupied by the Youth Centre it would be a great opportunity for the Kinsmen Club to partner with the district for a vision that includes the multiple service organizations within the community.”

Abirinder Brar, Secretary, 250-809-7963, abirinderbrar@gmail.com

- **Possible grant funding, programming:** Boys and Girls Club of the Okanagan, currently over capacity: “Yes, we work collaboratively with all levels of government. We look forward to the opportunity to expanding our partnership with the District of Summerland. We would like the opportunity to provide youth recreation programs to fill the gap now that SADI is closed.”

Jennifer Anderson, Regional Director, 250-487-8465, janderson@bgco.ca

- **Programming opportunities:** Summerland Community Centre Association, currently under capacity: “We have the space to support many communal activities.”

Sean F. McCarthy, President, 250-494-9377, summerlandcommunitycentre@gmail.com

- **Possible grant funding:** Summerland Recreation Society Lakeshore Racquets Centre, currently under capacity: “As a non-profit society a partnership with the district could provide access to federal resources”

Bill Everitt, Past President, 250-488-0610, weeveritt@shaw.ca

- **Specific outdoor facility:** Rec Volleyball Club, currently under capacity: “We volleyballers will gladly help to renovate the existing beach volleyball court or help build new ones.”

Don Gayton, Volunteer, 250-494-1858, d.gayton@shaw.ca



## **APPENDIX D – STAKEHOLDER WORKSHOP SUMMARY**

# Summerland Stakeholder Workshop Key Findings:

## Aquatics

- Key features of the pool are the right depths, accessibility, and space for rehabilitation and fitness.
- If more pool space is available it would expand potential to offer rehabilitation, lap swim, and swimming lessons.
- Provide better and expanded change rooms, family change rooms, accessibility
- Recope / aquafit programs need a variety of depths, as some want shallow and some want deep; there are 11,000 client hours per year and 200 active clients.
- Proper facilities to enable swim meet hosting; question whether regional or bigger competitions should be added
- Main groups that have specific needs are aquafit/rehabilitation users and swim club
  - Very specific design requests were submitted by the swim club including adjacent room for training/dry land classes for 30-50 people and pool meeting FINA depths
- Ensure that the Penticton pool is considered as partly filling the pool gap
- Need a hot pool with good jets (i.e. replace existing)
- Outdoor pool was mentioned – but is this supported elsewhere?

## Indoor Recreation

- Indoor walking track would be well-used.
- Expand fitness centre and space for exercise classes
- There are already 2 other dance studios and other community kitchens
- Need room for health and wellness programs
- Need public meeting spaces and places for drop-in interaction and socializing

## Indoor Tennis & Pickleball

- There is a need for a place to play tennis year-round. It would be used even in the summer as a place to play out of the sun. Could share with pickleball, volleyball, and other activities. The Lakeshore Racquet Club is interested in a partnership. (PRC, Rec stakeholders)
- Stakeholders see this as a regional facility to serve the whole south Okanagan.
- Ideally, there would be 3 indoor tennis courts.
- There is high demand for pickleball. They use 7 courts 7 days per week with 200 players per week; currently using multiple venues.
- Pickleball could overlap with either indoor tennis courts or a gymnasium.

## **Gymnasium**

- Community access to school gymnasiums has generally not been adequate. There is competition for gymnasium time. If more gymnasium space were available, it would be well-used. (PRC, Rec Stakeholders)
- Gymnasium access demand is greatest during evenings and weekends, so there could be a collaboration with the School Board, but there is uncertainty around whether there will be enough availability. (PRC)
- Summerland is the biggest community in BC without a community gym. Many user groups are underserved. Some drive in from Penticton and other communities.
- Pickleball is in high demand and would use gymnasium space.
- Other gymnasium uses would include volleyball, child drop-in programs

## **Other Services**

- Childcare is a huge need in the community.
- Youth programming space is needed. Current, community organizations can't meet the demand for youth programming. There is a lot of competition for space. Dedicated or purpose-built space is ideal (i.e. designated hours).
- There is a need for basic public hygiene services (i.e. public showers/washroom).
- There is a need to serve new Canadians.
- The Resource Centre already provides space for 16 community organizations in a centralized location.

## **Specific Activities:**

- Pickleball
- Tennis
- Fitness Classes
- Yoga
- Curling

## Healthcare

- Could enhance communication/connection between doctors, physios, and wellness programs.
- Could create a collaborative environment to enhance healthcare overall and improve access to a variety of services.
- Could increase physician recruitment.
- The recreation centre should support rehabilitation such as the recope program and healthy heart program.
- Centralized community well-being is a positive. Would enhance access for older adults and bring them into the recreation centre.
- The visibility and awareness of health services is beneficial. There could be promotion of healthy community on all levels.
- There aren't a lot of examples of this model but it seems to have potential.

## Vision Words

- Centralization / Central Hub for the community / Core Hub / Complete / Central and Connected / One Stop Shop / Convenient
- Engaging / Unique
- Wellness for Life / Facilitating activity / Recreation = Health / Empower people through recreation / promote active and healthy living
- Together / Inclusive / All ages / Accessible / Multigenerational / Multifunctional / Multipurpose / Flexible
- Affordable / Economic / Economic opportunities / Catalyst for downtown / Holistic cost-benefits

## Other

- The facility should be forward thinking.
- Consider all demographics, serve a diverse demographic; specifically mention families, preschool kids winter activities, teens/youth, seniors.
- Accessibility is very important.
- Access to healthy, affordable food / café should be included.
- Heritage carousel could be an attracting amenity
- Visibility of health services could be a benefit

### **Willingness to Pay/Cost**

- Affordability for organizations to be able to rent space. The facility should be practical.
- The cost has to be manageable as this is going to go to a referendum; consider the community budget and small tax base; capitalize on existing facilities and manage the costs/needs. (PRC, community orgs.)
- There are economic benefits to a recreation centre that are often not considered. (PRC)
- You have to weight community needs and the economic benefit of a south Okanagan attraction. (PRC)
- A significant concern around funding and the potential for provincial support and funding. (PRC)
- This type of facility should be considered a service, not a business (community org stakeholders).
- Support existing community services but don't compete with other facilities or the private sector.
- Need to consider possible revenue streams for the new facility

### **General Design Features**

- Lots of light
- Inviting
- Sustainable building strategies / energy efficient / GHG free
- A place to gather and bring the community together
- Adequate parking should be provided.

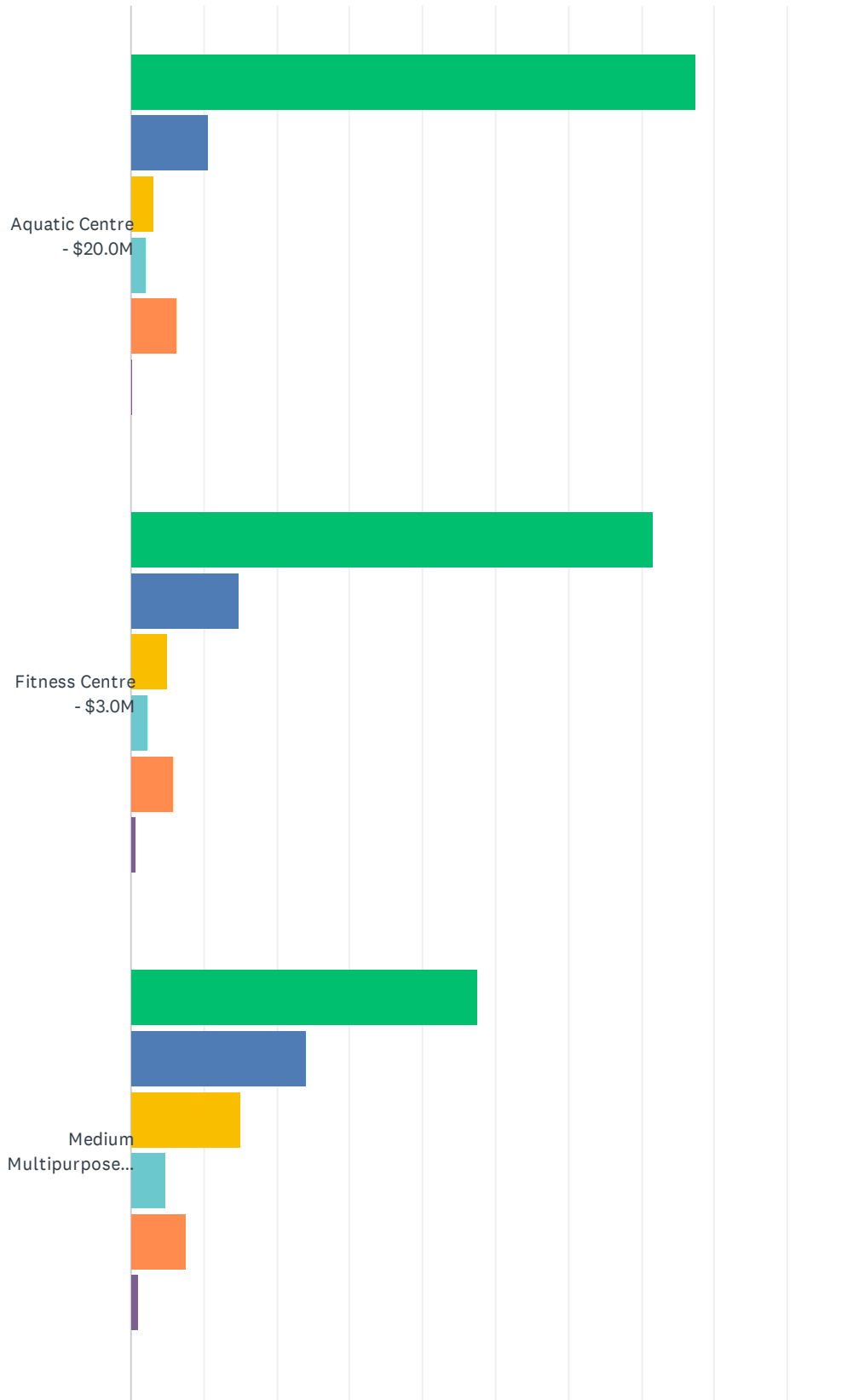
### **Barriers**

- The municipality has a variety of aging facilities that are widely distributed.
- There is competition for space.
- It is a barrier for many people in the highest need populations to travel to Penticton or between multiple facilities.
- Challenges getting around town and to Penticton impacts older people, youth, those with health challenges, and working families in particular.

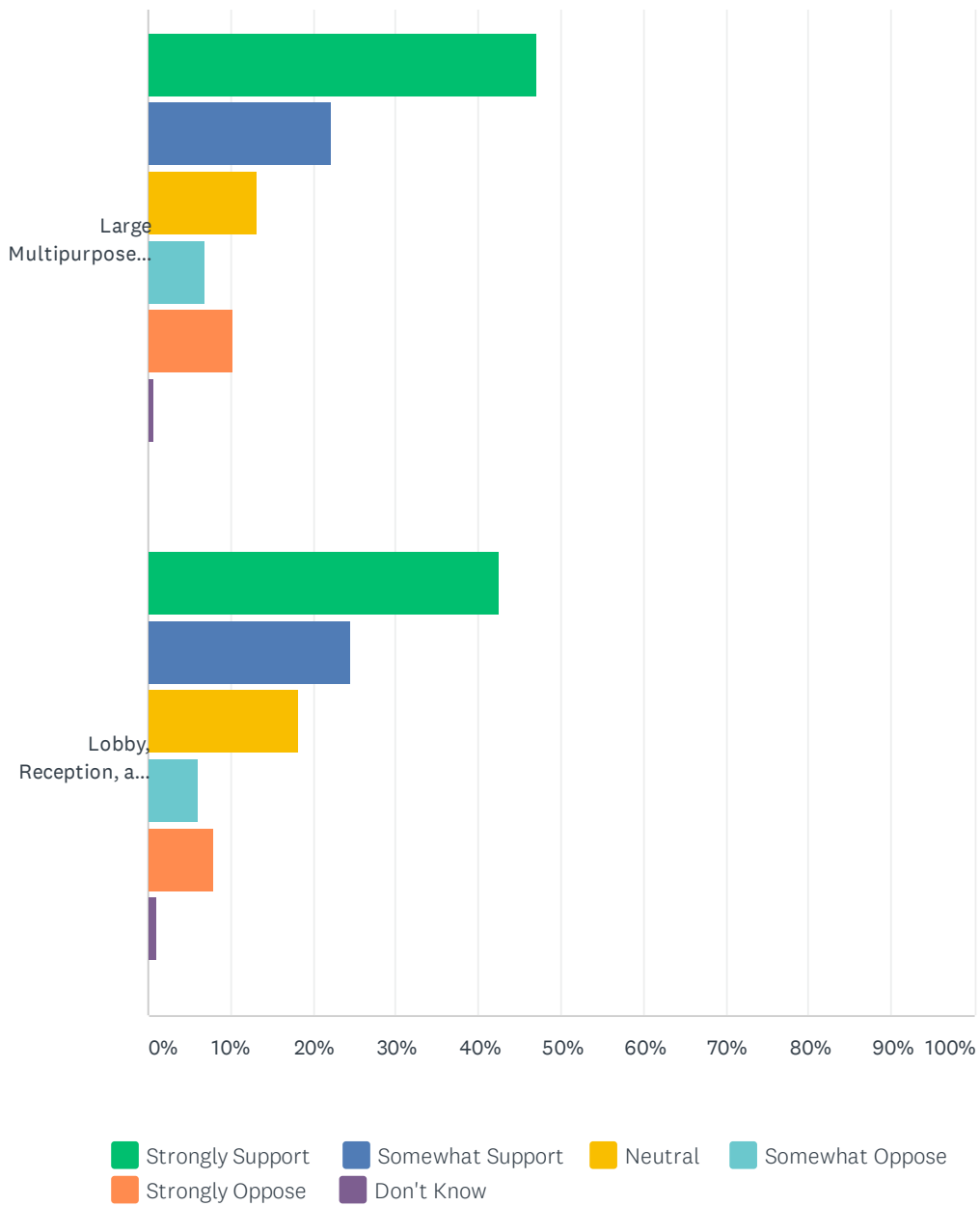
## **APPENDIX E – FOLLOW-UP ONLINE SURVEY FULL RESULTS**

# Q1 Please tell us to what extent you support or oppose the recommended core program.

Answered: 382 Skipped: 4



# NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2



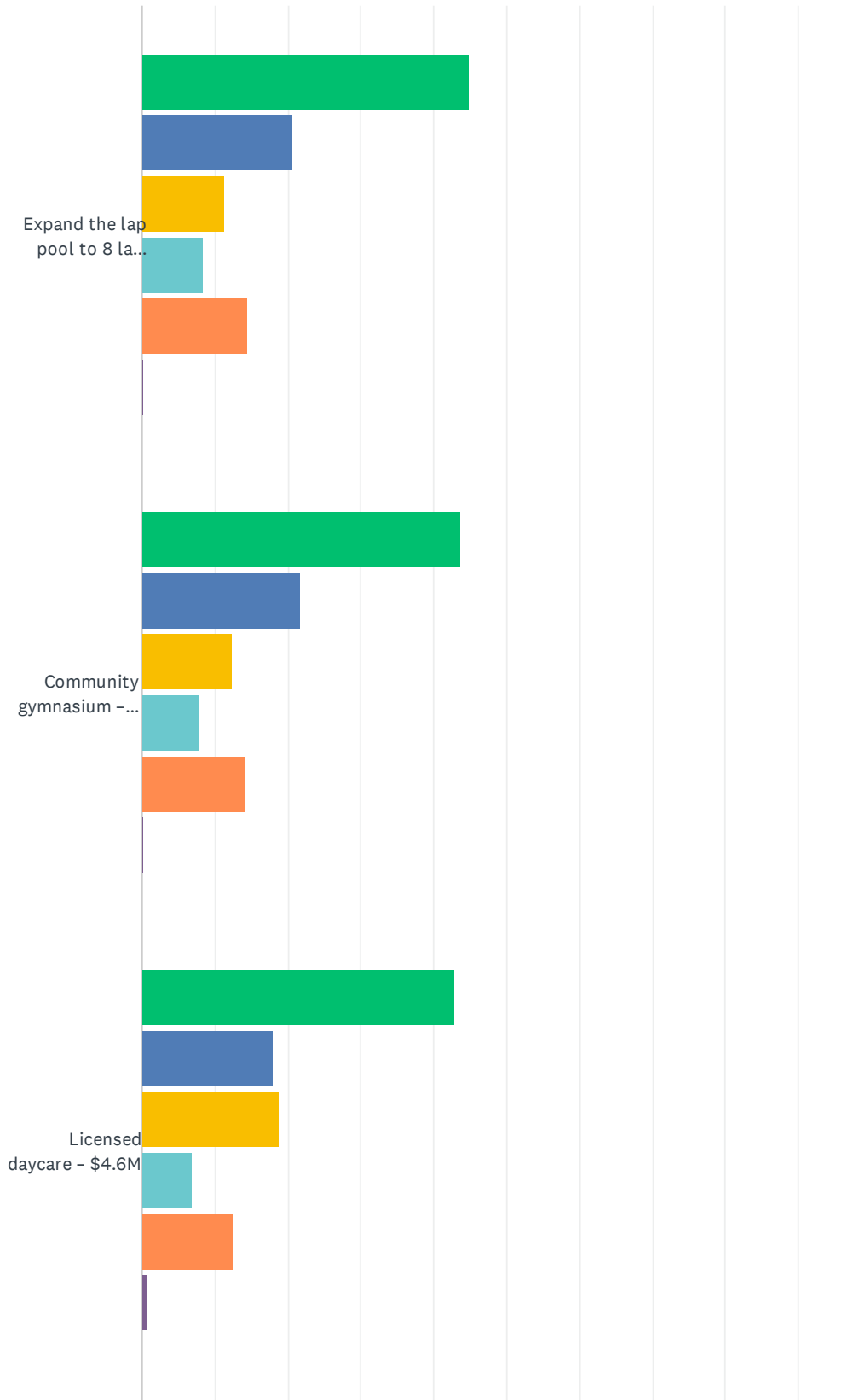


**NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2**

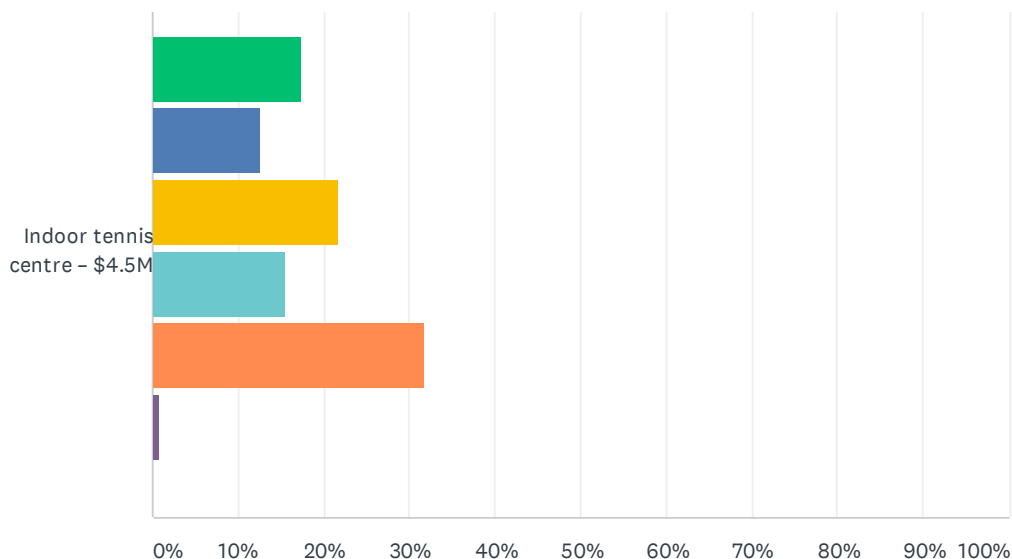
	<b>STRONGLY SUPPORT</b>	<b>SOMEWHAT SUPPORT</b>	<b>NEUTRAL</b>	<b>SOMEWHAT OPPOSE</b>	<b>STRONGLY OPPOSE</b>	<b>DON'T KNOW</b>	<b>TOTAL</b>	<b>WEIGHTED AVERAGE</b>
Aquatic Centre - \$20.0M	77.43% 295	10.76% 41	3.15% 12	2.10% 8	6.30% 24	0.26% 1	381	1.49
Fitness Centre - \$3.0M	71.47% 273	14.92% 57	4.97% 19	2.36% 9	5.76% 22	0.52% 2	382	1.55
Medium Multipurpose Room - \$1.5M	47.44% 176	23.99% 89	15.09% 56	4.85% 18	7.55% 28	1.08% 4	371	2.00
Large Multipurpose Room - \$2.0M	47.11% 179	22.11% 84	13.16% 50	6.84% 26	10.26% 39	0.53% 2	380	2.11
Lobby, Reception, and Office Space - \$3.5M	42.52% 162	24.41% 93	18.11% 69	6.04% 23	7.87% 30	1.05% 4	381	2.11

## Q2 Please tell us to what extent you support or oppose the secondary facility options.

Answered: 384 Skipped: 2



NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2

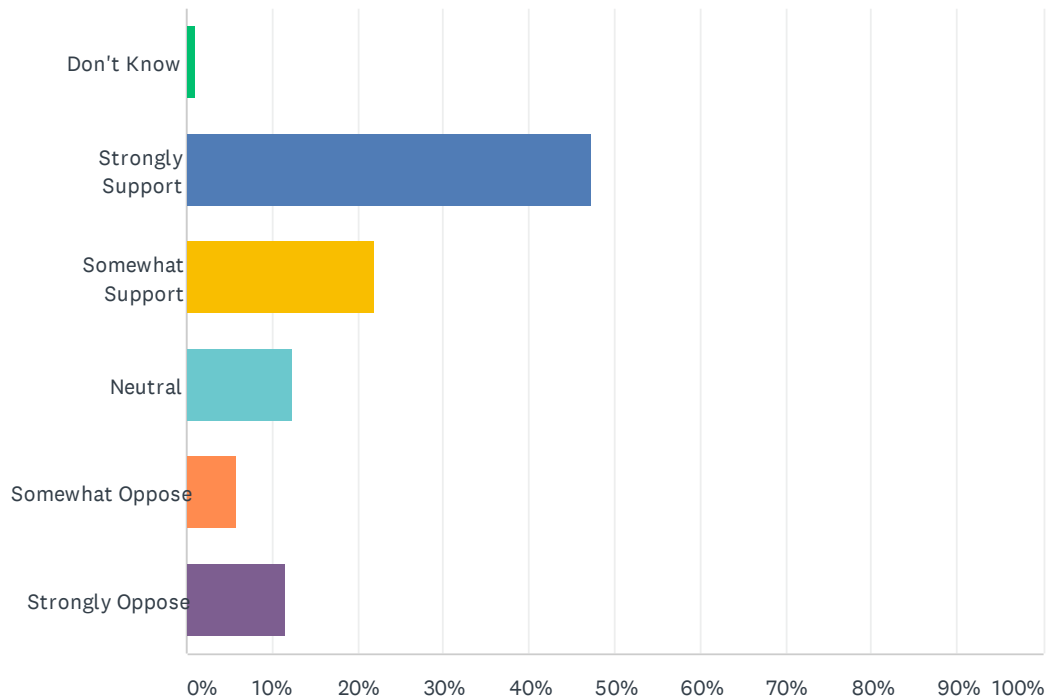


■ Strongly Support   
 ■ Somewhat Support   
 ■ Neutral   
 ■ Somewhat Oppose  
■ Strongly Oppose   
 ■ Don't Know

	STRONGLY SUPPORT	SOMEWHAT SUPPORT	NEUTRAL	SOMEWHAT OPPOSE	STRONGLY OPPOSE	DON'T KNOW	TOTAL	WEIGHTED AVERAGE
Expand the lap pool to 8 lanes – \$2.8M	45.03% 172	20.68% 79	11.26% 43	8.38% 32	14.40% 55	0.26% 1	382	2.26
Community gymnasium – \$5.5M	43.72% 167	21.73% 83	12.30% 47	7.85% 30	14.14% 54	0.26% 1	382	2.27
Licensed daycare – \$4.6M	42.93% 164	18.06% 69	18.85% 72	6.81% 26	12.57% 48	0.79% 3	382	2.27
Indoor tennis centre – \$4.5M	17.37% 66	12.63% 48	21.84% 83	15.53% 59	31.84% 121	0.79% 3	380	3.32

Q3 Please tell us to what extent you support or don't support the District exploring a funding and partnership model for the proposed health facility.

Answered: 382 Skipped: 4



ANSWER CHOICES	RESPONSES	
Don't Know	1.05%	4
Strongly Support	47.38%	181
Somewhat Support	21.99%	84
Neutral	12.30%	47
Somewhat Oppose	5.76%	22
Strongly Oppose	11.52%	44
<b>TOTAL</b>		<b>382</b>

**Q4 Any other thoughts, views, or information you feel would be useful to  
the project team?**

Answered: 159 Skipped: 227

**NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2**

#	RESPONSES	DATE
1	It is critical, in the planning for these new facilities, that our fragile Summerland downtown core is taken into consideration. A large recreational/commercial facility outside the core could make our 3-block commercial core into a "dead zone."	1/4/2021 8:39 AM
2	Summerland has gyms at the Youth Center and in the schools. We could organize a system to use these facilities to the maximum before considering building a separate gym. We cannot fund everything that would be nice to have.	1/4/2021 7:25 AM
3	keep it small and get it right	1/3/2021 8:59 PM
4	Daycare is such a huge need in Summerland and would be beneficial	1/3/2021 8:56 PM
5	Save the money. Expand Fire service.	1/3/2021 7:38 PM
6	Promote outdoor winter activities vs tennis indoors, tennis is declining through the generations, swimming/water movement is for everyone	1/3/2021 9:14 AM
7	I'm glad to see that a multi purpose room for yoga etc is in the plans. I'm am hoping the medical facility would include mental health support specifically for all age groups.	1/2/2021 9:56 PM
8	Health Centre could be an addition after the aquatic and gym facility is build and appropriate funding is secured for the addition. Pool and gym must be a priority.	1/2/2021 1:32 PM
9	Although all of these venues would bring excellent recreation and health care to our community, what would be the cost per household to achieve these improvements. I get this is a needs assessment not the funding aspect but it is a significant factor that I would like to consider in making these decisions.	1/2/2021 9:34 AM
10	This proposal is so important to attract more Summerlanders and sustain a happier healthier population. We are very much behind other communities of the same size such as Revelatoke. The joint venture with the medical building would be cutting edge with a huge focus on community health.	1/2/2021 9:11 AM
11	alternatives to chlorine water treatments	1/2/2021 7:23 AM
12	How big of an increase in price is it going to be to use the pool?	1/1/2021 10:58 PM
13	Who and how are we going to pay for this, and what is the long term cost of these projects including the interest. The cost of the proposed 30M facility will cost every resident of summerland \$2500 each. How are working families going to afford this.	1/1/2021 10:31 PM
14	This consultation timeline (2 weeks over Christmas - closing Jan 3) does not seem to support overall community participation - more tailored to the special interest groups who knew it was coming (Swim, Health Care etc) Hopefully you get responses representative of the overall taxpayer base.	1/1/2021 5:02 PM
15	I do support us getting a new facility but we need to put some much needed funds into our HORRIBLE roads and failing infrastructure.	1/1/2021 4:57 PM
16	I have questions about location and cost factors.	1/1/2021 4:39 PM
17	I feel like the pickle ball community in only a fad. Please do not pander to their special interest despite the obvious bullying attitude that I have noticed only from watching the in camera council meetings. The needs of the many, out weigh the needs of the few. Or the one.	1/1/2021 1:11 PM
18	There is a need for youth club, place to hangout, maybe cafe etc	1/1/2021 1:00 PM
19	As this community is only getting bigger and more people especially young families and retirees are moving from the lower mainland the demand is huge for a new development.	1/1/2021 12:05 PM
20	We as a community are in a desperately need for a modern, bright world class facility(s) in Summerland. As we want to attract all demographic of families in today's standard amenities are one of the first things we all look at and look for the access to one quality and diversity of one. I as a mother of a 12 year old would love to be able to stay in Summerland to satisfy all the recreational needs of my child and myself currently our family doctor is in Westbank and we go to Penticton and Kelowna to satisfy our indoor recreational needs. It would be a very proud and emotionally charged day when I could say my child can "just bike there" and I can just pop in after work instead of getting into a car further contributing to a carbon footprint to satisfy our basic recreational and health care needs.	1/1/2021 11:47 AM

**NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2**

21	This is a fairly small community close to services in the bigger centres so spending exorbitant sums on facilities that we have access to in neighbouring towns seems irresponsible. Focusing on the essentials such as a new pool and change rooms, an updated fitness centre, daycare and health centre makes more sense.	1/1/2021 10:41 AM
22	Would it be possible to consider some of the medical space to be youth specific? Maybe have the Foundry or another similar program run with youth workers, counselors, doctors who can help with birth control etc and potentially run youth rec programs as a drop in as there is no longer Sadi for kids to access	1/1/2021 10:38 AM
23	Pools and swimming designed for small kids for lessons and fun alike so we don't have to go to penticton.	1/1/2021 10:27 AM
24	A green roof or rooftop garden. This facility will be large and creating ways to utilize the water runoff and naturally keeping the building cool will show forethought and bring this technology on a large scale to the Okanagan.	1/1/2021 10:24 AM
25	pool, fitness and gym are priority and should not be held up waiting for funding for the health centre. Could the health center be added at a later date?	1/1/2021 9:54 AM
26	Get the community active and able to do things in the winter time	1/1/2021 9:16 AM
27	We already pay taxes for health care and we should not pay twice for it!	1/1/2021 8:56 AM
28	An outdoor skating rink similar or larger than the one in Kelowna	1/1/2021 8:43 AM
29	Can you please contact me when childcare may be available or when a waitlist is created? This is SO needed in our community. Francesca.stahl@gmail.com	1/1/2021 8:26 AM
30	Perhaps an indoor walking track	1/1/2021 7:39 AM
31	Include solar energy	1/1/2021 7:28 AM
32	Family change rooms for the pool. The family change area at the Penticton Community Center is widely used by parents and would be a welcomed change to the Summerland pool.	1/1/2021 7:23 AM
33	Interior health is pursuing primary care network and establishing these medical offices	1/1/2021 6:25 AM
34	Walking track	12/31/2020 8:25 PM
35	I love the idea of the medical facility, but wonder about actually attracting the doctors to the community who would work here. They're already in high demand and short supply, i don't know that a facility would be enough to attract them?	12/31/2020 8:17 PM
36	Your surveys are useless. Your wasting money hiring groups to help you. Ya, you Toni and company. Ou only hire them for warranty. Great. But you are making wrong decisions. Put in a god damn side walk on Johnson st to the school. Why are you so Ignorant? It's a highway and a kindergarten school? Pick up your brains and don't wait At least 5 years like YOU recently decided to do. You thinking about a pool right now over that sidewalk where at least 2 kids in a year got hit by a car? Give your heads a big big shake.	12/31/2020 8:07 PM
37	Could you possibly consider an oxygenated pool? I don't believe that there is any in the area and it would be nice for the people who are allergic to the chlorine pools.	12/31/2020 7:20 PM
38	We need more updated spaces for our community to use year round. More indoor programs during winter would be an asset to Summerland.	12/31/2020 2:45 PM
39	The money that could go toward the new pool (\$20M) could go towards things like an outdoor skating arena during the winter or expanding trails on conkle mountain and other outdoor spaces.	12/31/2020 1:54 PM
40	In creating a community hub has any consideration been given to creating a true multisport complex (arena/pool/indoor area) etc, similar to the mission area of Kelowna or a smaller version such as in Castlegar?	12/31/2020 1:30 PM
41	Other decaying infrastructure should be given higher priorities over this project. I do not support use of taxpayer dollars until these other projects are completed.	12/31/2020 1:05 PM
42	If you put all these services under one roof you suck the life out of all the existing facilities and incur capital debt that the community can't afford!!!	12/31/2020 12:58 PM
43	The taxpayers SHOULD NOT be funding indoor tennis courts. This is an "aging out" activity	12/31/2020 12:50 PM

**NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC QUESTIONNAIRE #2**

and is a waste of taxpayers money for a very select few. This should be funded by private sports clubs and not by the taxpayers.

44	Please don't waste money on sporting facilities as this will not bring and adequate number of jobs for the amount of space. We are dying for jobs in town and not just rubbish ones like stores.	12/31/2020 12:09 PM
45	An indoor walking track around the facility would be a a lovely addition too	12/31/2020 11:52 AM
46	We need a primary/urgent care centre. Day care is a private business, not a community responsibility.	12/31/2020 11:31 AM
47	Please design a community gym that can adequately house a walking track that can be used concurrently with other gymnasium activities.	12/28/2020 11:49 AM
48	The Skaha Bluffs is known as one of the top 10 climbing areas in North America. The development of a full service climbing gym including lead climbing would be the first of its kind in the Okanagan. People from as far away as Vernon would come to use the facility and it would be a year round destination. The indoor climbing gym in Kelowna does not have lead climbing capabilities. It would be a missed opportunity not to include a climbing gym.	12/25/2020 5:33 PM
49	Our community needs such a facility now but also for future generations	12/23/2020 12:27 PM
50	I have found it difficult to book a doctor's appointment in Summerland, and I have found that I have to go to Kelowna or Penticton. I think having facilities to attract more doctors to Summerland will improve the quality of life for Summerland residents.	12/22/2020 6:54 PM
51	The only way I could possibly support inclusion of the tennis courts would be if the district took back the lakeside tennis court property. This property is wasted as tennis courts & should be available for use by locals & tourists.	12/22/2020 11:36 AM
52	I strongly suggest that the tennis courts be relocated from the lake shore to somewhere else. This space could be used for restaurants, outdoor bars, etc. Something the public and tourists could enjoy overlooking the lake.	12/22/2020 10:45 AM
53	This all seems very expensive for a small town with bad roads and very slow residential development.	12/21/2020 8:15 PM
54	I think integrating a Health Care Centre complicates the funding and planning of a new facility without delivering tangible benefits. Co-locating a health centre with rec centre will not necessarily attract new doctors to Summerland.	12/21/2020 3:32 PM
55	I would like to see proper change/shower stalls	12/21/2020 2:38 PM
56	24 examination roo??	12/21/2020 10:55 AM
57	Incorporate building w/ high school 4 their use.	12/21/2020 10:46 AM
58	Concerned re focus on this project to detriment of existing infrastructure like walking trails which are still flood damaged and how this is going to affect a small community like Summerland. We don't have the tax base to support this huge project. I support the basic project but the additional facilities are out of reach.	12/21/2020 10:01 AM
59	Want to make sure the size of fitness centre is a large enough increase in square footage. Right now there is not much floor space to stretch and do core exercises, skipping etc. Will the additional space be enough to be suitable for the next 40 years? May need to go minimum of 3,000 square feet or more. The additional two lanes for swimming could allow for always having 2 health club lanes available - while the rest of pool (6 lanes) be rented out to swim club or rehab (Recope) programs. It would also be a large enough pool for swim meets which bring many people to our community- I.e 300-500 people per day (2-3 day meets most typical). I think a gym is extremely needed for the community- full support. I like the idea of the walking track being open year round with the racquet sports- price seemed reasonable.	12/21/2020 7:56 AM
60	School numbers are dropping ; private in home daycares provide employment for locals We have medical office space for a few more doctors. If a large medical facility is added to the new complex, summerland will have even more vacant buildings	12/20/2020 7:27 PM
61	Probably a little late in the process, but what I'd like to see more than anything else is an outdoor skating rink. Depending on location, this would be likely to draw people from the whole region into Summerland. I would pick that over just about anything that is already mentioned in this survey.	12/20/2020 11:19 AM



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62	Health and fitness go together. Having a facility that combines both makes a great deal of sense.	12/19/2020 9:14 PM
63	Pool needs to be replaced for sure!	12/19/2020 4:07 PM
64	Too much money for health unit, maybe have half of what You purpose since it's Summerland not Kelowna in terms of demand.	12/19/2020 3:07 PM
65	Thank You for prioritizing and investing in the health and well-being of the community!!!	12/19/2020 1:37 PM
66	I'm sad there isn't an indoor running/walking tack included - would it not be possible to run it around the 3 tennis courts your proposing?	12/19/2020 11:38 AM
67	We need to make the community aware that this needs to go fwd ASAP because it's going to take time to get it all sorted out and building to start. I'm guessing it wouldn't get finished for at least 3 years	12/19/2020 8:53 AM
68	Would not a facility of this size fit well in the playing ball/soccer park on Dale Meadows? The ball fields generally appear to be under-utilized; so could Summerland do with 3 instead of 5?	12/19/2020 8:37 AM
69	Strongly support an 8 lane swim centre as it supports a robust swim program here, masters swimmers, and the ability to attract tourism dollars through formal competitions. A cost-benefit analysis may help to illustrate the benefits to the wider community if it includes the economic gains to the wider area. I strongly support a primary care clinic, and encourage the District to work on innovative cost-sharing arrangements with non-profit, community, regional governments, and the Penticton Indian Band. However, the clinic may not have to be physically co-located within the pool complex. There would be far more uncertainty in funding arrangements and a separate space with a different timeline would reduce risk to the pool project's successful implementation. The administration and staff for such a centre would usually be separate to the aquatic/ fitness centre, so there are less apparent efficiencies created by co-location with the pool. A tennis centre would be a strong, year round regional draw, with additional tournament capabilities that would attract many players and families to Summerland, much like the Ironman competition has done for Penticton. A cost-benefit analysis should be undertaken to determine the full scope of community benefit to such a project, including economic gains to local businesses, hotels, restaurants, and wineries. It would be sensible to co-locate this project with the aquatic centre as staffing and administration sharing would allow reductions in operating expenses to such a facility. This could be accomplished within the time frame of the aquatic centre with reasonable certainty to the projected costs and benefits.	12/19/2020 8:36 AM
70	We have several doctors in town with already established offices and examination rooms, I see no reason to build and pay more for new ones.	12/19/2020 7:55 AM
71	I would also like to see a climbing gym with top ropes in the gymnasium model. There is not one of these facilities in the South Okanagan. The S. Okanagan does have the climbing Bluffs south of Penticton for outdoor, seasonal use so the indoor facility would attract people from this region as well as other regions (like the Bluffs) but on a year round basis. Summerland really needs these facilities for the community to attract people to live in Summerland and also to provide essential and important facilities/programs and opportunities for its citizens. By having growth in the population, the tax base will grow which is needed in Summerland as well.	12/18/2020 3:39 PM
72	Don't compete if the private sector can do it Some costs seem too high for the benefit	12/18/2020 2:49 PM
73	Although I strongly support a municipal investment in a health centre, I think it addresses a separate community need and would prefer to separate the two facilities rather than have them co-located. Optional spaces such as the gymnasium are much needed and would be even more useful if created in a way that supports mixed use and modularity, possibly offering a wide range of classes to different age groups. A generous storage space could be a good way to accommodate that, so that different instructors have a place to store a wide range of props. A few considerations for the community pool plan: There are a variety of drivers to aquatic use beyond fitness, competition and wellness, such as socialization, fun, relaxation and diversion. A space I personally wish was more often included in public pools floor-plans is a lounge/rest area that is in vicinity to wet areas (ideally with an outdoor extension for nicer weather), where one could rest, socialize, breath fresh air, cool off after a hot tub/ sauna session, and maybe even eat a snack without needing to go through the change rooms. A seasonal outdoor pool section could be a 'nice to have' feature—having fresh air can potentially mitigate some of the health risks associated with standard chemical pool treatment. A natural swimming pool would be a dream, but I doubt if the wider community would support such an idea: <a href="https://hcma.ca/wp-content/uploads/2016/04/Natural-Swimming-Pools-Report_HCMA.pdf">https://hcma.ca/wp-content/uploads/2016/04/Natural-Swimming-Pools-Report_HCMA.pdf</a> Some	12/18/2020 2:23 PM

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of the higher costs associated with more lanes and other features of the pool could be justified by that it could help turn the Summerland pool into a 'destination pool' that would attract visitors from other nearby areas, rather than just serve the community. The city of Vancouver had published a comprehensive aquatic strategy with more info and reports on this that could be a valuable resource for the planning phases: <https://vancouver.ca/parks-recreation-culture/vansplash-aquatics-strategy.aspx> \*Thank you to the project team for making the effort to engage the community in this process!

74	I do not think we should be building a primary care facility within this structure. Either leave it up to private business to build or utilize the old hospital better	12/18/2020 1:33 PM
75	If we built it then built it big! We won't get another chance for generations to come Health care facility doesn't necessarily need to be adjacent to pool facility	12/18/2020 1:04 PM
76	This is all good valuable effort to improve life in Summerland. Thank you.	12/18/2020 12:58 PM
77	please leave healthcare and wellness to the governments (local. Province federal) and private physicians to manage... use the funds for our rec facilities only.	12/18/2020 7:54 AM
78	need to upgrade aquatic centre is obvious but other items will probably impose too great a hardship on local taxpayers	12/17/2020 11:20 PM
79	Families, families, families. That's what will drive this community toward continued prosperity.	12/17/2020 10:18 PM
80	I would like to suggest late night access to fitness room. Often the penticton community pool /gym shut too early for my time schedule. As a nurse working 12 hour shifts it was hard to get off shift, eat and get to the gym with enough time for a full workout. There are gym facilities in the private sector that have key card access to fitness that allow for after hours entry. I would suggest been inclusive to those who's work/ life schedule does not end at 9pm	12/17/2020 9:36 PM
81	Who is going to pay for all of this, our mayor	12/17/2020 7:11 PM
82	I think the public health center should be split off and considered as a separate project. Combining all needs onto one project makes the overall project confusing. Where would this project be built? I do not see any reference to location in the documents.	12/17/2020 6:23 PM
83	Absolutely ridicules.	12/17/2020 5:45 PM
84	Let's repave our roads first	12/17/2020 5:40 PM
85	Change the name to: Recreation & Health Centre	12/17/2020 5:34 PM
86	We do not need to be spending any money on a new dog park. There are plenty of places we can take ours dogs.	12/17/2020 4:03 PM
87	Summerland cannot afford this after the way councils of the past have thrown money away..Underutilized RCMP building, sewer system and library that benefits a very small % of the taxpayers, a solar system that will provide power for about 1% with very little sun in winter. Infrastructure should be priority! Water mains, and roads are in dire need of replacement! Too much is spent on patch repairs	12/17/2020 3:37 PM
88	This is something that Summerland needs really bad. There are a lot of families that rely on what is being offered. This is something that I fully support and would use.	12/17/2020 3:25 PM
89	pickle ball is the fastest growing sport in north america, not tennis. if our population ages are increasing this is a great way to keep active. also building a doctors office with government funding doesn't seem right. anything that the government builds usually costs a lot more so i'm not sure of the payback on your proposal.	12/17/2020 2:21 PM
90	Be careful not to identify the Tennis facility as a Tennis facility as far more people now are playing Pickleball than tennis	12/17/2020 1:39 PM
91	Summerland is not an industrial tax rich community. I am sure there are grants and other cost saving measures being explored. What I need to see, is how much my taxes will increase. How far into the future, will the proposed facility continue to meet the needs of the community? The current facility has aged out well and served the community for many years. It would be nice to have the new facility last that long or longer. Build into the design a sustainability component, that either lends itself to being added onto or an end of life plan. Materials that go into the construction should be sustainable, recyclable and no 'Red Listed' materials. Why not create a building that conforms to the Living Building Challenge? It may cost more to build, but	12/17/2020 1:16 PM

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pay back to the community down the road. Let's show people that our municipality care about our grandchildren's children, by being sustainable now.

92	give everyone a free wet suit to swim in the lake and focus on the roads	12/17/2020 1:04 PM
93	Major rebuild pool, gym, We're are you going to get Doctors to fill a clinic many residents have waited 1 year to get a doctor when Wilson retired. We have many building empty as it is. Taxes are high enough we have no work on roads or other services.	12/17/2020 12:52 PM
94	Downtown is sufficiently small in area that it functions already as one stop for the pool, arts center, church and school gyms(3), community center, day care, medical office building and private fitness centers. Putting all these services into one new building will leave vacant holes throughout downtown, prompting loss of tax base. Focus on rebuild or renovate pool only. A place where children can learn to swim and adults may do laps in one pool.	12/17/2020 12:26 PM
95	Please, there is enough tennis and pickle ball in the region. We need a good pool and a good gym/work out area as top priority.	12/17/2020 11:05 AM
96	I do not think Summerland taxpayers should pay for facilities for health professionals unless substantial market rents were charged for offices, etc.	12/17/2020 10:52 AM
97	I am not convinced we need the medical space, we have a Health Centre already and the few physicians in town do not seem to be in need of private practice space. I do STRONGLY support the need for improved pool and gym space though - my sons both use the pool on a regular basis and i usually use the gym equipment all winter.	12/17/2020 9:10 AM
98	Pickleball is not mentioned yet there is an annual membership of 140-150 players in the Summerland club and it is probably the fastest growing sport today. Summerland is largely a retirement community and there should be sports activities encouraged that would help keep seniors active and healthy yet this study has totally ignored this active sport. Very disappointed.	12/17/2020 8:59 AM
99	Pickleball should be more of a focus taking precedent over but not excluding tennis.	12/17/2020 8:54 AM
100	Summerland desperately needs this new recreation space for all the families of Summerland so we don't have to keep going to other cities to access these services - keep it local!!!	12/17/2020 8:24 AM
101	I find the cost of the office area is high as it is equal to both large and medium rooms for activities? Just how big is this "office".	12/17/2020 12:14 AM
102	What is the proposed location of these facilities? Will the proposed Health Center be considered a private enterprise? Could any part of the existing Health Center building (former hospital) on Atkinson be utilized perhaps in partnership with Interior Health? Could the new facility have more windows for natural light? Perhaps 2 levels with a walking track upstairs around the perimeter (with views down to the pool). Good luck, and it's about time we updated our Aquatic Center. - Cliché: "Build it, and they will come." (Field of Dreams, K. Costner) PS. I'm glad hockey was not on the survey, since there is more of a need in other diverse activities.	12/16/2020 10:54 PM
103	There is no raised track for people to walk and job in the winter. Also it could host cardiac programs and other programs to assist people to be active. Examples of such raised tracks are in Calgary. The raised track could be fit in the tennis facility or the gymnasium.	12/16/2020 10:38 PM
104	Without the gym I think 2 multipurpose rooms may not be enough. Flexible space is a must for growing and changing needs	12/16/2020 9:49 PM
105	In Summerland we should first and foremost be promoting and developing all forms of outdoor recreation before existing indoor recreation facilities are replaced, this would include designating/ marking and developing more hiking and mountain bike trails, looking at developing a cross country ski area near town ie Isintok lake area with trail access to the Brent Mountain area/ this would provide both winter and summer use. These are inexpensive investments that many residents crave for much more so than any form of indoor recreation facilities, I think the direction of recreation needs to focus much much more on all forms of outdoor activities year round	12/16/2020 9:44 PM
106	Supporting a larger facility is so important to the community. Keeping the community active and healthy.	12/16/2020 9:40 PM
107	none currently! just happy this is a project	12/16/2020 9:29 PM
108	I would like to see more than just one room for fitness classes.	12/16/2020 9:14 PM

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109	<p>You guys have already secured a chunk of money for this, clearly otherwise you wouldn't be budgeting according to it - including picking out the features you will be building with said budget and the things you want to upgrade, upgrades/building/renos always seems to mean greed to a certain extent or people going 'over budget' which makes serious decisions having to be made...? Sacrifices always end up having to be made... and sadly the wrong sacrifices always end up happening and the people who would use those facilities bear the brunt of those sacrifices. So, the first and most important things you guys need to do is think sustainability. You need to think long term. You need to think, if we build this shiny new thing, will people be around who can help pay for the upkeep in the long-run through being able to afford the fees?</p> <p>1. Keep the cost for the local year-round families the same as it is now with the current facility, otherwise it will be unaffordable for those who would be using the facility, who need it the most (aka. mid to lower income families, single-parent families, senior citizens. No point in making a facility that excludes 90% of the town's population). 2. Continue to engage with the community with the ice cream nights, loonie swim nights, movie nights, or hawaiian nights (assuming those fun swim nights still happen). Keep that in mind as you throw the money at the features you simply must have. Because bringing a new aquatic and athletic facility is a wonderful thing for the community, but it means nothing if the community it's been built for can't afford it. Then you didn't actually build it for the community.</p>	12/16/2020 9:12 PM
110	<p>A small playground or park and some picnic tables around the new rec centre of possible would be great! Tying in a medical facility /physio/wellness centre would be great but only if Interior health was on board to help pay for part of the building infrastructure. Or at least don't go crazy on space allocated so it get filled and offices are not empty. Tying in space for daycare would be great if the provincial government or an organization could get on board similar to what the Penticton rec centre has with bugaboo academy Not concerned about indoor tennis courts. Waste of money. Definitely a bigger pool to accommodate aqua fit etc and at least 4 lanes for swimming A timing board places appropriately in the pool for viewing Bleachers on one side at least so the possibility of hosting swim meets is available An office for the swim club</p>	12/16/2020 8:58 PM
111	N/a	12/16/2020 8:51 PM
112	Not at all affordable for the small pop of Summerland. Not very useable by the majority of Summerland's taxpayers	12/16/2020 8:36 PM
113	Earlier and later hours, a study space for parents when children are swimming	12/16/2020 7:50 PM
114	N/A	12/16/2020 7:39 PM
115	<p>During the "open house" zoom meeting this past summer some comments came up for allowing holistic and alternative medicine practitioners in the proposed health clinic. I feel that this is going to miss the mark with drawing in more doctors to our town. Also, on paper I feel that having a clinic in a rec center would be useful, doctors can promote physio and fitness that is readily accessible... However the majority of people going to their doctor arnt looking to go swim laps or lift weights. Child care is a must. Singlehandedly this allows easier access to recreational activities for ALL.</p>	12/16/2020 7:27 PM
116	I think you need to streamline this project for todays population and forget about a grandiose facility as there are other facilities in town that will soon require replacement as well as the pool. Our reserves are minimal and Summerland requires a lot of infrastructure expenditures in the foreseeable future without going overboard on one facility upgrade	12/16/2020 7:08 PM
117	this is a one time opportunity, do much more than the minimum	12/16/2020 7:00 PM
118	<p>I like the idea of the indoor walking track. Also the health clinic and child care facility options would bring in revenue based on leases which would help with costs. This type of facility with a health clinic and childcare facility will attract a lot of young families and seniors to live here. Also i read the information and agree that some type of youth activities needs to be definitely incorporated into this facility, they have very little to in this town, perhaps the space designated can also be leased out to a company that can provide activity to this age group.</p>	12/16/2020 6:47 PM
119	Issues related to traffic flow, parking, daycare dropoff/pickup, public transport - what plans are underway to deal with these issues?	12/16/2020 6:24 PM
120	<p>I do feel the gymnasium needs to be bigger, big enough to hold 2 basketball courts. I am a firm believer in health and fitness. A healthy community is a strong community. I would do absolutely everything on this list. Leaving something out now, we will regret it in the future. Planning to build it later will always cost more. This building will become Summerland's focal</p>	12/16/2020 5:52 PM

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point for generations to come, let's do it right for everyone. As for paying for it, I recognize the sacrifices it will take and am willing to do what it takes.

121	Honestly, I think the wellness centre concept looks better on paper than in reality. The pool needs to be replaced, but most of the extras seem like overreaching, and overreaching that jeopardizes the whole project. I don't think we (as a municipality) need to get into the business of daycare and healthcare.	12/16/2020 5:38 PM
122	Facilities already exist for community activities i.e. martial arts, drop in and social activities for all age groups with larger floor space. There is no need to spend inordinate amounts of money to replicate these existing facilities better co-ordination between the various groups in Summerland is required.	12/16/2020 5:38 PM
123	Think how far this money would go concerning road paving. Our roads are in horrendous condition. Summerland could be a tourist mecca is roads were in good condition.	12/16/2020 5:23 PM
124	I somewhat appose the medical office building, from recently having a baby I've learned the public health centre is doing a great job, lots of resources and space there, as well Pentiction regional hospitals expansion had been great and isn't far. Doctors can have individual offices around town, like they do now.	12/16/2020 5:16 PM
125	At this present date we are going through a world pandemic that is costing us in the way of reduced income because of job loss , from large number of layoffs , higher cost of living , existing low income families and medium income families suffering with housing issues and other various issues in our society that is creating lower sustainability in our financial world . We the citizens of Summerland are not immune from this We do not need higher taxes put on to us because a select few and those in council feel we need to have new facilities. If you are going to build a new pool then keep it to a minimum cost with out having to get into all the fringe extras . We don,t need a gymnasium, we have the schools for that ,nor do we need conference rooms we have a existing arena for that , we don,t need a new medical center , we have one already. we don,t need to add extra lanes to the pool just because we might have the "chance" to host provincial meets . We are a small town and we don,t have the tax income to be big , we have a hard time finding places to build in this town now, where is the tax dollars going to come from . we can,t keep raising the tax ,it just not going to be there. We are still paying for the sewer and the roundabouts . This town is broke as well as other towns in the province or we wouldn,t be constantly looking for grant money from provincial and federal coffers . To this Mayor and council I say to stop this overspending of our tax dollars .	12/16/2020 5:13 PM
126	Building a recreational centre that is able to host competitions and events will draw visitors to our community, increasing the economy.	12/16/2020 5:12 PM
127	This is a great opportunity for the community to have a full-service community centre. I suggest incorporating additional rooms and offices available for rental opportunities. Such as a physio/chiro/massage office and meeting rooms for birthday parties and rec programming. Leasing these spaces can provide income and more on-site programming.	12/16/2020 5:00 PM
128	Unsure that a health facility would attract new doctors. I would need more info. At one time Summerland had a pool before Pentiction we need to provide this for our community. Don't think an outdoor pool is required when we have the lake	12/16/2020 4:58 PM
129	having an 8 lane pool would allow swim clubs to hold proper competitions, and participate in any future provincial or Canadian championship games. a 6 lane would not allow us to do this. Please build for the future!	12/16/2020 4:51 PM
130	Fitness Centre and health centre should be separate buildings. Fitness Centre definitely needs more equipment. It would be good to have a separate area for youth to work out without having to mingle with the adults to encourage youth to actually use the facilities. There must be lots of parking. All parking spaces should be wider than the current aquatic centre's spaces - not just the disabled spots.	12/16/2020 4:50 PM
131	Health centre should provide space for accredited counselling services	12/16/2020 4:43 PM
132	On the new plans there is no space identified for steam/sauna room although it's mentioned in the package. I'd appreciate knowing how much savings there might be by including the additional opportunities--especially medical offuces--in this project rather than as stand-alone buildings. Also no mention of where this facility could be located.	12/16/2020 4:41 PM
133	The architect creates boring, uninspiring, lifeless pools. Pentiction pool is okay, Kelowna h20 pool is boring. Nothing exciting about the pool. Hopefully there will be 8 lanes and ample deck	12/16/2020 4:40 PM

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space. Make sure to use the correct grout and actual non-slip tiles so that a contractor does not need top come in and add texture to the pool deck, just like every pool completed in the past 20 years in BC.

134	We absolutely support the replacement of the Aquatic Centre but feel the \$60 million cost for the expanded project is too much for a town of 12 000 people to afford. With the need for infrastructure projects rising, we need to spend OUR (it is after all the taxpayers money) money on needs, not wants.	12/16/2020 4:28 PM
135	I think that will be a good combination of the project with the association of the high school	12/16/2020 4:28 PM
136	Not at this time	12/16/2020 4:24 PM
137	This is very important it is getting harder and harder to get a primary health care provider.	12/16/2020 4:12 PM
138	I think the population of Summerland is large enough for us to take care of ourselves and not have to rely on Penticton so much. Something like this would be so beneficial to our community. And I have small children and work in Summerland. So to not have to drive to Penticton for various activities and appointments would be very helpful.	12/16/2020 4:10 PM
139	So does this replace the current rose dale medical clinic? Sounds like it. If so, I agree. If not then it raises questions.	12/16/2020 3:57 PM
140	The sooner the better!!	12/16/2020 3:57 PM
141	Shut down the library it is a useless entity in this day and age with all the technology. Turn the library into a health centre	12/16/2020 3:57 PM
142	Why would the District be entertaining the foolish notion of footing the bill for a health center? there are many such facilities that are owned and operated by the doctors themselves. We should not be subsidizing them through tax dollars.	12/16/2020 3:53 PM
143	A community hub all in one spot is a great idea and our community and youth would benefit. But it is expensive.	12/16/2020 3:50 PM
144	WHy the hell would we need a larger swim pool?? Half the time it's closed in the summer. Re invest into a better gym, gymnasium and work on growing the entire sports bucket not just 1-2 sports What is the point of a huge gym? We never even have swim competitions	12/16/2020 3:38 PM
145	The pool is way too large and isnt required for the population of summerland and the future	12/16/2020 3:33 PM
146	Concentrate on repaving the roads. IE Victoria road s. Terrible with all the truck traffic. Look at relocating the cement plant. Contamination is always running down the road from there and the rental center.	12/16/2020 3:30 PM
147	keep public informed - very important that future needs of community are met	12/16/2020 3:11 PM
148	as this is a multi decade (future) facility to build the "cadillac" now is very important. changing needs (especially the health clinic) for the future will be a huge asset for residents .	12/16/2020 2:59 PM
149	Steam room and a waterslide should be added to the pool.	12/16/2020 2:57 PM
150	What ever fund raising you need, just do it. We desperately need something to accommodate the growing # of families moving to Summerland. I don't want to have to do to Penticton to use their facilities. Being able to use something that is local, especially a licensed daycare is super important for us. I see there are seniors who need recreation assistance. Basically this current building is about 30 years behind the times. I am glad you are encouraging public feedback. I look forward to hearing more info and updates	12/16/2020 2:57 PM
151	Who's paying for each space? It'd be easier to support any space that came with government funding, especially the healthcare and daycare spaces, which are more provincial responsibilities.	12/16/2020 2:56 PM
152	more than two disabled parking spots..change rooms are nots easy for a disabled person..	12/16/2020 2:46 PM
153	This project should be mainly about the needs of our community in regards to the pool, lanes, hot tub, kids play pool and the gym. Adding so many more things into it should not be the focus. Definitely against tennis courts as that is a dying sport. A community gym area of you have to add something but not as specific as tennis.	12/16/2020 2:43 PM
154	the part of the proposal I am most vehemently opposed to is the inclusion of doctor's offices this is totally inappropriate use of taxpayers dollars and I do not see any advantage to the	12/16/2020 2:39 PM

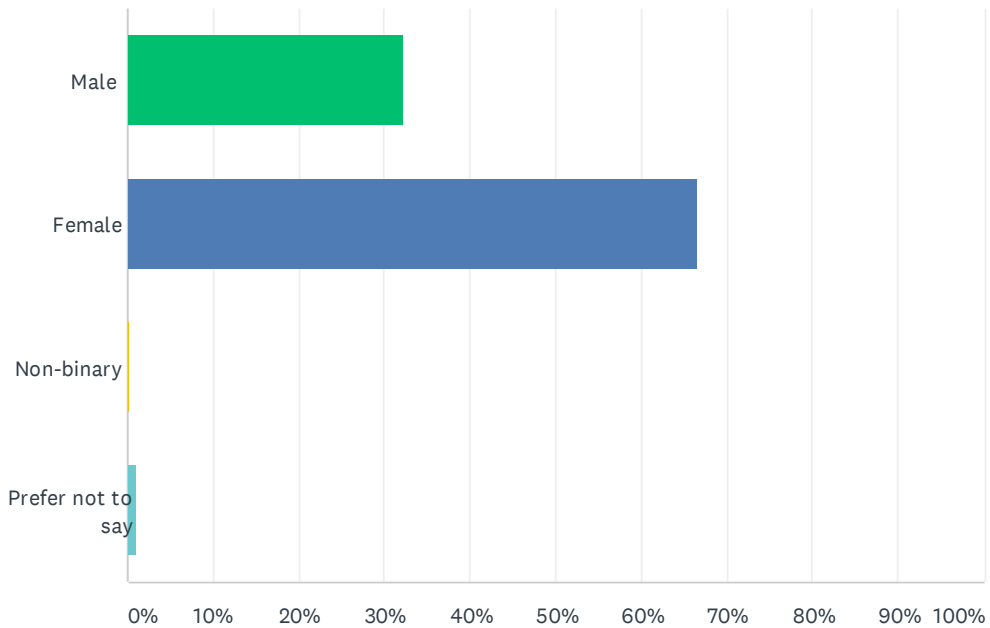
NEEDS ASSESSMENT FOR SUMMERLAND COMMUNITY RECREATION & HEALTH CENTRE: PUBLIC  
QUESTIONNAIRE #2

community in this proposal

155	Public indoor sports court would be a worthwhile addition to this project. Great for youth and adults alike. If we are going to do this, might as well do it right	12/16/2020 2:28 PM
156	Daycare and a more suitable swimming area for small children are an absolute must in our town. With the baby boomers getting older we are not needing more for them but the young in the community that we are hoping to attract and grow with.	12/16/2020 2:21 PM
157	I would like an indoor walking track for all to use, regardless of climate. I.e: so many laps equal a kilometre. I support a health unit as so many of us have not secured a family practitioner	12/16/2020 2:13 PM
158	Is there any outdoor recreation amenities that could be value added to this project? An accessible play ground (like Parkinson Recreation), outdoor sport-court onsite that could be converted to a skating rink in the winter. Based on square footage a large property will be required to meet the needs of this facility, within that property there could be opportunity to diversify the recreation offering from indoor to outdoor. For the cost of two additional lanes perhaps pickleball or tennis can be added to the site.	12/16/2020 2:07 PM
159	Expect the future design to provide flexible multi-use spaces that can be easily modified in the future as needed. Expect the construction to be high quality, long lasting, energy efficient. Still like the concept of including an indoor walking track - walking is still the most common recreation activity but is limited in the winter. Could be accommodated around a pool, gymnasium or indoor tennis. Do we need a full day care or could we manage with a child minding facility only? Believe we need a gym separate from the high school. Costs still seem low and not complete. As well, the net operating cost increases are not provided. Want to know what the net increase in taxes will be. Any future referendum should separate recreation facilities from health services. Want to here from Interior Health about the health facility concept and what they are doing to support the concept and meet future demand . It is their responsibility. Thanks for the great work but move along faster!	12/15/2020 1:25 PM

### Q5 Are you:

Answered: 376 Skipped: 10

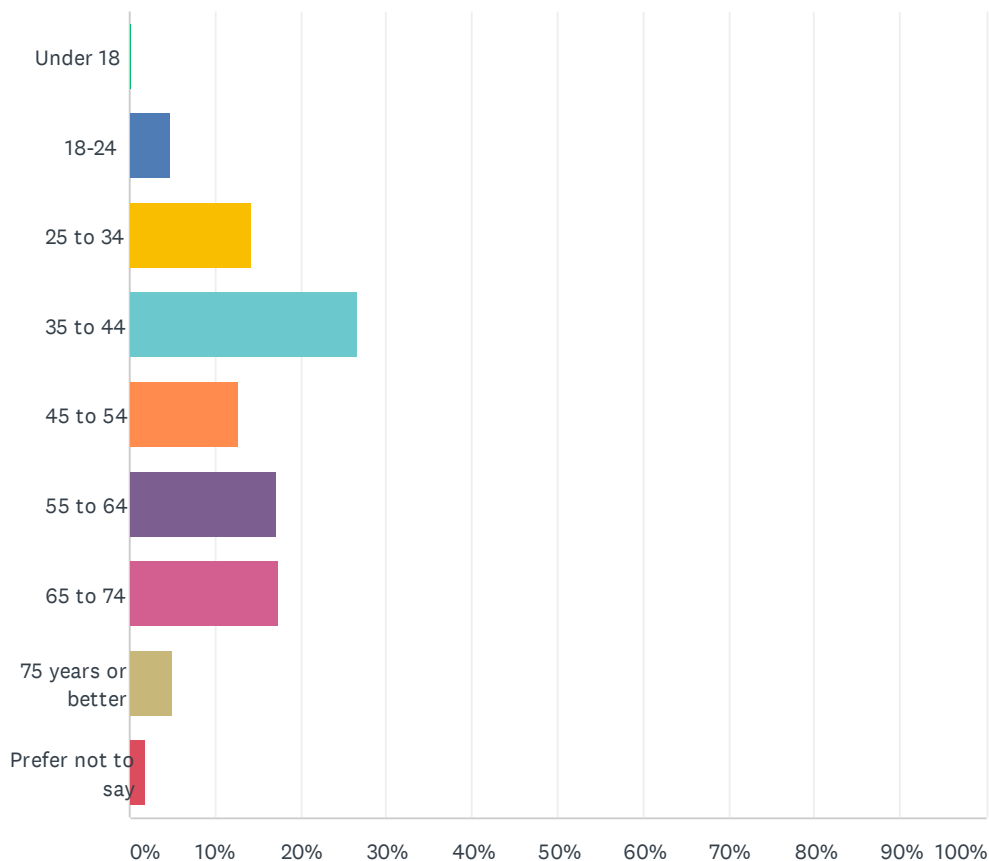


ANSWER CHOICES	RESPONSES	
Male	32.18%	121
Female	66.49%	250
Non-binary	0.27%	1
Prefer not to say	1.06%	4
<b>TOTAL</b>		<b>376</b>



## Q6 Into which of the following age category do you belong?

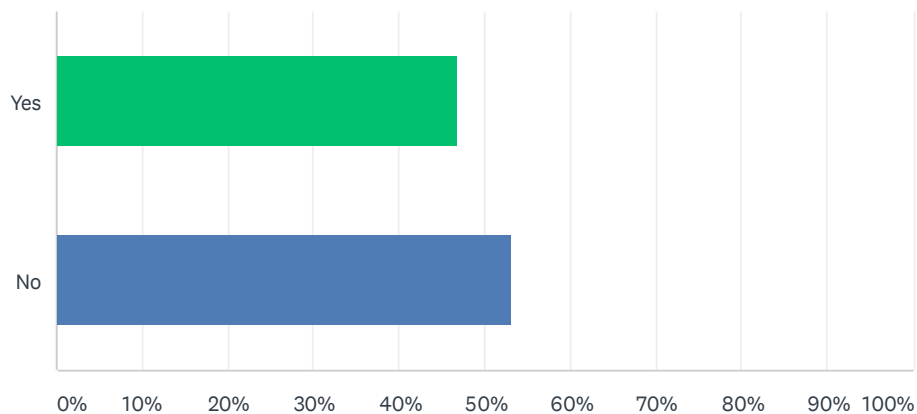
Answered: 379 Skipped: 7



ANSWER CHOICES	RESPONSES	
Under 18	0.26%	1
18-24	4.75%	18
25 to 34	14.25%	54
35 to 44	26.65%	101
45 to 54	12.66%	48
55 to 64	17.15%	65
65 to 74	17.41%	66
75 years or better	5.01%	19
Prefer not to say	1.85%	7
<b>TOTAL</b>		<b>379</b>

### Q7 Are you a parent with children 18 or under living with you at home?

Answered: 379 Skipped: 7



ANSWER CHOICES	RESPONSES	
Yes	46.97%	178
No	53.03%	201
TOTAL		379