**Via email to: Councillor Riley Brockington, Councillor Jeff Leiper, Bernie Betzinger -TOH**

**Sep 29 at 9:03 AM**

Dear Riley, Jeff and Bernie:

The Civic Hospital Neighbourhood Association (CHNA) has been hearing from members who were profoundly disappointed with the approach and tone of Monday's open house.

We are certain that the intent of the meeting was to be very positive, and that you hoped residents would come away with a better understanding of the zoning process. For the most part, this was achieved (although questions still remain and we will be contacting city planner Sean Moore again for additional answers).

However, the approach taken seemed to be quite dismissive of the people who gave of their time to come out to the meeting. Residents were scolded should they ask more than one question or include a preamble to their question that was considered too long or off topic by the facilitator. On the other hand, officials were given ample time to provide residents with information and statistics that were sometimes irrelevant to the issue at hand, and they were also given ample time to formulate lengthy answers to simple questions.

Ottawa Hospital officials have indicated they want an open consultative process with the community for this project, to renew people's confidence and trust in the process and outcome.

Unfortunately, this meeting did little to increase public confidence or trust in the consultations process and the willingness of city and hospital officials to hear and understand what residents are saying.  Instead of working together to move the process forward, the type of town hall meeting we participated in on Monday was divisive and increased tension.

Perhaps it would be a good idea to consult with community associations before the next meeting as to an approach that will move the process forward in a way that satisfies all participants.

Sincerely,

Kathy Kennedy
Chair, Planning & Development
Civic Hospital Neighbourhood Association

cc: Karen Wright, President,CHNA

      Peter Eady, Vice-President, CHNA

      Luanne Calcutt, Chair, Transportation, CHNA