



City of Vancouver *Land Use and Development Policies and Guidelines*

Planning, Urban Design and Sustainability Department

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COMMUNITY CARE FACILITY - CLASS B AND GROUP RESIDENCE GUIDELINES

Adopted by City Council on June 24, 2008

Amended October 31, 2012, September 10, 2019, July 20, 2022, and October 17, 2023

These guidelines are to be used in conjunction with a district schedule of the Zoning and Development By-law or with an official development plan by-law for conditional approval of the following uses:

- Community Care Facility - Class B
- Group Residence

The above facilities are defined in the Zoning and Development By-law. These guidelines will also be used in assessing rezoning applications which involve these uses.

1 Intent

The intent of these Guidelines is to support the integration of Community Care Facility - Class B and Group Residences throughout the city, by providing a framework for assessing applications which considers the needs of facility residents, suitability of location, compatibility of siting and form with other adjacent uses, any relevant City policies or planning objectives that may apply to a given site, and measures to support accountability in the operation of these facilities.

The guidelines outline factors which the Director of Planning, Director of Social Planning and other relevant Civic Departments will take into consideration in assessing rezoning applications for a Community Care Facility - Class B or a Group Residence or a development permit application for these uses.

2 Guidelines

2.1 In assessing a rezoning or development application for a Community Care Facility - Class B or a Group Residence, the Director of Planning, in consultation with the Director of Social Planning will:

- (a) review the information provided by the applicant regarding number of residents, programming, length of stay, staffing, referral procedures, funding, traffic, parking, and any other relevant features;
- (b) consider any features of the proposed facility or its operation which differ from adjacent residential uses and may affect neighbours e.g. amount of parking needed for staff/residents, noise, frequent turnover of residents; and
- (c) review the applicant's proposal for responding to queries/concerns.

2.2 The assessment of a rezoning or development application for a new Community Care Facility - Class B or for expansion or redevelopment of an existing Community Care Facility - Class B will also consider the following:

- (a) Location

Larger facilities are most appropriately located in neighbourhood centres and higher intensity areas, and on or near arterials well served by public transit. This provides for ease of access for staff and visitors, and reduces impacts on lower density areas. Non-arterial locations are acceptable where site conditions (e.g. large sites, corner location, sites adjacent to public open space) assist in minimizing impacts on adjacent areas.

- (b) Siting

Facilities should be sited to mitigate visual and noise impacts and intrusion on adjacent uses, including the sensitive siting of loading areas, smoking areas, and recycling and garbage areas.

- (c) Form

In determining the appropriate form of a facility, consideration will be given to:

- (i) the fit of the proposed development given the intent and regulations of the district schedule of the Zoning and Development By-law for the zoning district in which it

- is located and with the intent and regulations applying to adjacent sites, if different from the proposal site;
- (ii) any plans or guidelines approved by Council for the area, including long range policies that anticipate future changes to built form in the area, recognizing that facilities should contribute to the objectives outlined in approved area plans and policies, and should be consistent with the overall character of the neighbourhood;
- (iii) the prevailing (“as built”) height and density of nearby sites, in cases where no plans or policies exist; and
- (iv) the provisions in section 11 of the Zoning and Development By-law and the provisions of the Parking By-law.

Applications that propose building height or densities greater than surrounding properties may be considered appropriate provided that the design minimizes negative impacts on views, massing, overlook and shadowing.

(d) Circulation and Access:

Access to parking and loading should be designed to mitigate impacts on neighbouring uses and traffic circulation.

- 2.3** In low density zones (R1-1, RT and First Shaughnessy), these uses should be spaced 200 metres (656 feet) or more from each other. Exceptions may be made for Community Care Facilities for seniors or for any facility which operates as an annex to another facility.
- 2.4** In higher density residential, commercial or other higher density zones (RM, C, DD, DEOD, FCN, SEGS, FCCDD and Coal Harbour), additional assessment criteria will be used in place of a spacing guideline. The Director of Planning, in consultation with the Director of Social Planning, will:
 - (a) consider the need for the facility, as documented by the applicant, or supported by government policy or by research,
 - (b) determine how the proposal relates to existing city-wide or regional plans for this type of facility,
 - (c) assess other locational factors, including the suitability of the location for the prospective residents; the number and type of existing Community Care Facilities or Group Residences in the vicinity; other adjacent uses; and other City policy or planning objectives which may apply.
- 2.5** The Director of Planning, in consultation with the Director of Social Planning, may require the applicant to provide information to and meet with neighbours regarding the proposal, and may also suggest that such information be provided prior to submitting an application.
- 2.6** As a condition of approval, the Director of Planning, in consultation with the Director of Social Planning, may require that the applicant:
 - (a) develop a plan for ongoing communication with adjacent neighbours, including the name of a liaison person satisfactory to the Director of Social Planning to whom neighbours may direct inquiries;
 - (a) develop a management plan which states how the facility will operate.
- 2.7** Development permits for Community Care Facility - Class B and Group Residences may be granted for limited periods of time, with the understanding that permits to continue use may be granted as long as operations prove compatible with neighbourhood life.
- 2.8** Operation of the proposed facility shall only commence when necessary permits and licenses have been approved and all requirements fulfilled.

Note: Applicants are advised to read carefully and follow the attached “Application Procedure for Community Care Facility – Class B and Group Residence Development Permits.”

Application Procedure for Community Care Facility – Class B and Group Residence Development Permits**Pre-application**

The applicant should contact the Enquiry Centre, Development, Buildings & Licensing, prior to filing an application, for pre-application advice.

Staff will make a preliminary determination whether the proposed use complies with

- (a) The intent and use provisions of the district schedule of the Zoning and Development By-law for the zoning district in which it is to be located and the criteria set out in the "Community Care Facility – Class B and Group Residence Guidelines";
- (b) Any plans or guidelines approved by Council for the area;
- (c) The provisions in section 11 of the Zoning and Development By-law; and
- (d) The provisions of the Parking By-law.

Staff will refer the applicant to the Social Planning Department to determine:

- (a) Whether the proposed facility meets the definition of a Community Care Facility – Class B or a Group Residence in Section 2 of the Zoning and Development By-law;
- (b) If so, whether the proposed site meets the locational guidelines as set out in the "Community Care Facility – Class B and Group Residence Guidelines";
- (c) Whether contact has been made with the Community Care Facilities Licensing authorities to establish if a Community Care Facility License is required; and
- (d) Whether funding for the proposed facility has been confirmed.

The intent of this review is to allow the Planning and Social Planning Department staff to determine whether there are any serious problems with the proposed use or its location and to advise the applicant against totally unsuitable proposals before the applicant signs any agreements or pays any non-refundable deposits.

If the applicant must sign an interim agreement for sale or lease at any time before a development permit is granted, they may wish to consider inserting a condition pertaining to the granting of the development permit.

A development permit application may be filed at this point, however it is highly recommended that the applicant notify neighbours and discuss the proposal with them before an application is submitted.

This applicant-led notification process should be determined in consultation with City staff. In general, staff may recommend the following process:

- Preparation by the applicant of a fact sheet describing the program, target group; number, type and turnover of clients; number of staff; level of supervision; hours of operation; referral process; and funding. The applicant should also discuss alterations to any existing building, parking provisions and any other physical changes/provisions to be made. This fact sheet must be discussed with City staff prior to distribution to neighbours.
- That the applicant contact neighbours in the "official notification area" (to be determined by Development, Buildings & Licensing) as well as community organizations such as Business Improvement Associations, prior to the official City notification. In such cases, contact should be made in person to all houses and businesses in the area, and the fact sheet describing the proposal should be accompanied by a verbal description of the facility and the proposed use. A follow-up written contact should be made to ensure that all neighbours in the notification area are informed. The applicant may wish to solicit written and signed approval from neighbours for the proposed facility at this time. Applicants should also consider translating the fact sheet into languages other than English.
- That the applicant sponsor an "open house" at which the proposal could be discussed with neighbours.

APPENDIX (Continued)

Application submission

As part of the development permit application, the applicant must prepare a fact sheet describing the program, target group, number, type and turnover of clients; number of staff; level of supervision; hours of operation; referral process; and funding. The applicant should also discuss alterations to any existing building, parking provisions and any other physical changes/provisions to be made. As noted above, this fact sheet may be used as part of the applicant's initial contact with neighbours, and will be included in the official City notification to neighbours. Applicants should consider translating this fact sheet into languages other than English.

Development, Buildings & Licensing will formally notify all residents within the official notification area and ask for their comments. (Neighbours are to be given a minimum of ten working days from the date of mailing in which to respond). The notification letter will be prepared in consultation with the Director of Social Planning. At the same time, reports will be requested from the City Inspectors, Social Planning and other relevant City Departments.

The City may hold a public information meeting to discuss the application with neighbours.

The Development Permit Board or the Director of Planning, as the case may be, may consider the development permit application at this point.

The Development Permit Board or the Director of Planning, as the case may be, may refer the proposal to the Community Services Committee of City Council or to Council for information and advice. In such a case, the required staff report to Committee or Council will be coordinated by the Planning Department and will include all relevant particulars of the proposal, a summary of the notification responses and comments from the Social Planning and other City Departments.

Applicants should be aware that development permit applications take a minimum of six to eight weeks to process. Applicants should contact the Project Coordinator after submission for more information on scheduling.