

Planning Principles for the Location of Care Facilities and Shelters (2011)

The planning principles shall apply to the following uses: "Residential Care", "Assisted Living", "Custodial Care", and "Addiction Treatment" which are collectively referred to in this document as "care facilities" and to an "Emergency Shelter" and "Temporary Shelter" which are collectively referred to as "shelters". The definitions of these terms are contained in the Calgary Land Use Bylaw 1P2007, as amended from time to time.

The planning principles shall be used in conjunction with the Land Use Bylaw and other relevant plans and policies to assess the appropriateness of these care facilities and shelter proposals that are the subject of a redesignation and/or development permit application.

The planning principles set forth in this document are not a strict set of rules, rather policy guidance for the care facilities and shelters listed above. Each development proposal will need to be assessed on its own merits, and whereby deviation from this policy is deemed necessary by the Development Authority, this policy may be relaxed based on sound planning principles.

Objectives

Ensure there are opportunities to develop accessible care facilities and shelters of different sizes in a variety of land use districts.

Provide development guidelines to aid in the use of discretion on evaluating care facilities and shelters.

Guide the location of care facilities and shelters to enhance the residents ability to reach recreation, shopping and employment opportunities.

A. Overall Policy

- A.1. Care facilities are an integral part of complete communities where being part of a residential community is important for the clients' wellbeing and are critical to meeting the growing need for a diverse range of specialized accommodation and care in Calgary.
- A.2. The *Planning Principles for the Location of Care Facilities and Shelters (2011)* should be made available to the applicant, service providers, and the public, to encourage community engagement and development of best practices regarding applications for care facilities and shelters.
- A.3. Ongoing communication between the operator and the surrounding neighbours is important to the success of care facilities and shelters. Initiatives such as a Good Neighbour Agreement are encouraged to build relationships responsive to the needs of the neighbours and the service provider.

B. Planning Principles

Site Selection Criteria - General

- B.1 Care facilities and shelters should be of a size and scale that is consistent with and reflect the context of the surrounding neighborhood and be located in a variety of areas throughout The City including Activity Centres and Corridors as identified in the Municipal Development Plan.
- B.2 Care facilities and shelters proposed within Neighborhood Activity Centres should be sensitive to the local context, community need, and land use pattern of the area in regards to design, scale, form and setbacks.
- B.3 In larger buildings, mixed use development with other types of residential accommodation is encouraged to promote a continuum of care.
- B.4 Site design and orientation should be such where the building is accessible for all individuals, including people with all types of disabilities allowing safe and easily accessible path of travel between the building and public streets, pathways, sidewalks, parking areas, passenger loading and unloading zones and bus stops. Conformance with the current edition of the City of Calgary Access Design Standards is encouraged.”.
- B.5 Care facilities or shelters may be considered for redesignation to a DC land use where residential uses are not normally permitted, provided the area is safe for residential use, the facility and shelter does not impact the normal uses of the area and the application meets the site selection and development criteria as outlined in this policy.
- B.6 Temporary development permits for shelters should only be issued for a Change of Use application for existing buildings. Temporary development permits should not be issued for care facilities.

Site Selection Criteria – Transportation

- B.7 Sites should be within walking distance to public transit options (preferably primary transit) and close to local neighbourhood commercial and other support uses such as community associations, recreational facilities and medical offices.
- B.8 Sites should be evaluated and shown to meet the mobility requirements of staff, clients and visitors. Evaluation should include matching needs with transportation options afforded by the site:
 - a. Nearby transit routes / stops should be within walking range of staff / clients / visitors (i.e. abilities vary among different populations)
 - b. Nearby transit routes should meet the needs of staff / clients / visitors in terms of destinations and travel times
 - c. The site should be accessible by Access Calgary, if this service is required by staff / clients / visitors
 - d. Facilities shall be located in areas with contiguous sidewalks
 - e. Type I and II bike parking should encourage cycling opportunities by staff / clients / visitors

Site Selection Criteria – Concentration

- B.9 Concentration of care facilities and shelters in an area should be avoided. Where a care facility or shelter is proposed within 300 metres of an existing care facility or shelter, any cumulative impacts of the facilities on the character of the surrounding neighborhood, community amenities and on public safety and policing services should be assessed when evaluating the application.
- B.10 The Cumulative Impact Assessment working group, comprised of Administration and other members as necessary depending on the type of application, will complete an assessment for the proposed application and provide a copy to the Planner for consideration when evaluating the application.
- B.11 The distance between care facilities or shelters should be measured as a direct line from the closest property line of the proposed parcel to the closest property line of any existing parcel(s).

Site Selection Criteria – Traffic and Safety

- B.12 A Crime Prevention through Environment Design (CPTED) assessment should be undertaken during the development permit stage for all care facilities and shelters.
- B.13 Traffic generated by care facilities or shelters should be no more than is normal for the neighbourhood. A Traffic Impact Assessment may be done for facilities or shelters that may anticipate higher traffic volumes.

Site Development Criteria - Parking

- B.14 Parking should be provided as per Bylaw 1P2007, where the number of staff is included within the requirements.
- B.15 Parking relaxations for care facilities and shelters within transit oriented development areas should be considered where access to the facility or shelter does not primarily rely on motor vehicles and where the site is within a 10 minute walking distance which is typically 600 metres from an LRT station and where no major access barriers exist.

Site Development Criteria – Low Density Areas

- B.16 In areas designated as Low Density Residential, the building should have the external appearance of a Single Detached Dwelling, a Semi-Detached Dwelling, Townhouse, Rowhouse or a Duplex Dwelling, be compatible with the character of the area and shall be of a size that is similar to nearby dwellings, including having ground oriented access, similar rooflines and windows overlooking the street.
- B.17 When allowing for B.15 the Development Authority has the ability to take into consideration the context of a community and street within the Developed Area to ensure setbacks, and lot coverage is consistent with the overall area.
- B.18 In areas designated as Low Density Residential, Residential Care facilities should be of a scale compatible with the surrounding neighbourhood and may have a maximum of ten residents; additional residents maybe appropriate depending on the merits of the application including: suitability of the site, if the parcel is on a corner lot thereby

providing more street frontage and access to facility, location relative to Activity Centres and Corridors, access to public transportation and amenities, location on a boulevard, collector or arterial street, conformity to this policy and where deemed appropriate by the development authority.

- B.19 For care facilities proposed in a building originally intended for a residential use, in areas designated as Low Density Residential, careful consideration should be made of potential impacts of building design on adjacent residential uses. Activities such as ingress or egress should not occur in the side setback area that may affect an adjoining residential use.
- B.20 For purpose built care facilities proposed in areas designated as Low Density Residential, the interior of the facility should be designed to orient activities such as ingress or egress away from side setback areas that may affect an adjoining residential use.

Site Development Criteria – Multi Residential, Commercial and Centre City Areas

- B.21 In areas designated as multi-residential, commercial districts, and in the Centre City districts, the building should have the external appearance of nearby multi-residential uses, shall be of a size that is similar to nearby dwellings, shall contribute to the visual attractiveness of the area and be aligned with any local plans and policies.
- B.22 In areas designated as multi-residential and commercial districts, and in the Centre City districts, buildings should be of a scale compatible with the surrounding neighbourhood, to a maximum of 150 - 200 residents. Additional residents may be appropriate depending on the merits of the application including suitability of the site, location relative to Activity Centres and Corridors, access to amenities, conformity to this policy and where deemed appropriate by the development authority.

Site Development Criteria – Amenity Space

- B.23 The amount of onsite amenity space and landscaping should be sufficient to meet the specific needs of the residents and be compatible with, and complementary to, the immediate neighbourhood.
- B.24 Onsite amenity space should be responsive to the residents needs and provide an area for social purposes with a means of both active and passive recreation.

Site Development Criteria – Other

- B.25 Care facilities and Shelters may contain ancillary functions such as but not limited to reception and administration areas, counselling, classrooms and staff rooms to allow for all things necessary or customary for the use.
- B.26 Garbage and waste products should be disposed of in accordance with the standards established by the authority having jurisdiction and, where containerized disposal is required, it should be accessible from a lane.

C. Residential Care

For people with physical or mental disabilities, youth, seniors, individuals and children fleeing violence, persons recovering from addictions and similar uses where full time on site care is provided to the resident

The policies in this section are intended to apply to the *Residential Care* use in addition to those policies contained in Section A of this Policy:

- C.1 Residential Care should be located within residential and mixed use areas where being part of a community is important for the clients' well-being.
- C.2 Residential Care for seniors or persons with disabilities should be located on a site that can provide sufficient pick-up and drop-off areas and parking.
- C.3 Signage identifying designated pick-up and drop-off areas should be clearly visible for facilities serving seniors or persons with disabilities.
- C.4 Residential Care providing for families or youth should be located within walking distance of schools, recreation facilities and open space.
- C.5 Sites for Residential Care for persons with disabilities or seniors should ensure that the site meets Universal Design Standards with appropriate sidewalks and pathways.
- C.6 Residential care for addiction recovery should especially be located within close proximity to public transit options.
- C.7 There should be at least one staff person at the Residential Care facility at all times when at least one resident is within the facility.

Examples of Residential Care facilities include:

- Seniors Supportive Living, Care Homes and Care Centres
- Adult and Youth Care Homes – (voluntary residence, not required)
- Addiction Recovery Homes (no treatment, but long term recovery).

Residential Care does not include the following facilities:

- Subsidized Seniors Apartments
- Non-profit housing

Conditions/Provisions:

- Typically long-term care
- Not 24 hour care, but if a resident is present a level of care would be expected.
- No need for development permit if less than five residents.

D. Assisted Living

For people with physical or mental disabilities, older adults and seniors where limited on site care is provided to the residents

The policies in this section are intended to apply to the *Assisted Living* use in addition to those policies contained in Section A of this Policy:

- D.1 Assisted Living should be located within residential areas where being part of a community is important for the clients' well-being.
- D.2 Assisted Living may contain individual rooms having a washroom, bedroom and a sitting area that accommodates residents.
- D.3 Assisted Living must have one or more communal kitchens and dining rooms and must provide a variety of communal social and recreation opportunities within the building or outside.

- D.4 Assisted Living for seniors or persons with disabilities should be located on a site that can provide sufficient pick-up and drop-off parking.
- D.5 Signage identifying designated pick-up and drop-off areas should be clearly visible for facilities serving seniors or persons with disabilities.
- D.6 Assisted Living providing for families or youth should be located within reasonable walking distance of transit stops to ensure easy access to public transit options and within walking distance of schools, recreation facilities and open space.
- D.7 In areas designated as Multi-Residential, dwelling units located within an Assisted Living facility should not be counted towards the measurement of density.

Examples of Assisted Living facilities include:

- Seniors Lodges, Supportive Living, Personal Care Homes (limited care)
- Adult and Youth Care Homes – limited assistance with social, mental and physical needs

Assisted Living does not include the following facilities:

- Subsidized seniors apartments
- Non-profit housing
- Adult and Youth Care Homes where constant care is required

Conditions/Provisions:

- Length of stay is dependent on needs of those acquiring assistance; rule of thumb is average length of stay is minimum 21 days with maximum of a permanent residence;
- No need for development permit if less than five residents.

E. Custodial Care

Where adults and youth who are on early release or leaving the correctional system live, such as a Halfway House

The policies in this section are intended to apply to the *Custodial Care* use in addition to those policies contained in Section A of this Policy:

- E.1 Custodial Care should be located within residential areas where being part of a community is important for the clients' well-being.
- E.2 Custodial Care for youth, or where children are involved, should be located close to public transit, within walking distance of schools, recreation facilities and open space.
- E.3 Custodial Care for adults should be located within reasonable walking distance of transit stops to ensure easy access to public transit options, employment and amenities.
- E.4 As set out in Bylaw 1P2007, Custodial Care must have minimum of one or more residents, which is not relaxable, to a maximum of ten residents in low density.

Examples of Custodial Care facilities include:

- Adult and Youth in custody or on early release (mandated, serving part or all of sentence in facility)

F. Addiction Treatment

For persons residing for up to a few weeks while going through withdrawal from addictions and whom may receive medical treatment

The policies in this section are intended to apply to the *Addiction Treatment* use in addition to those policies contained in Section A of this Policy:

- F.1 Sites for proposed Addiction Treatment should be located within reasonable walking distance of transit stops to ensure easy access to public transit options and to medical offices.
- F.2 Addiction Treatment does not include addiction recovery uses which are provided for under Residential Care.
- F.3 As set out in Bylaw 1P2007, Addiction Treatment must have minimum of one or more residents, which is not relaxable, to a maximum of ten residents in low density.

Examples of Addiction Treatment facilities include:

- Detoxification centres – Medical treatment on site

Conditions/Provisions:

- Not long-term care and recovery, short term medical/social detoxification and treatment.

G. Emergency Shelter

Permanent facilities for people experiencing issues of homelessness

The policies in this section are intended to apply to the *Emergency Shelter* use in addition to those policies contained in Section A of this Policy:

- G.1 Emergency Shelters should be located where they are readily accessible to homeless individuals through public transportation or may include the shelter providing its own transportation from areas where the homeless congregate.
- G.2 Emergency Shelters may provide temporary overnight accommodation to persons for the purposes of sobering, including stand alone sobering facilities, but does not include Addiction Treatment facilities.

Examples of Emergency Shelters include:

- Drop-In Centre;
- Stand-Alone Sobering Centre.

Emergency Shelters do not include the following facilities:

- Transitional housing not associated with a shelter

H. Temporary Shelter

Temporary facilities for people dealing with emergencies and issues of homelessness

The policies in this section are intended to apply to the *Temporary Shelter* use in addition to those policies contained in Section A of this Policy:

- H.1 Temporary Shelters should be located where they are readily accessible to homeless individuals through public transportation or may include the shelter providing its own

transportation from areas where the homeless congregate.

- H.2 The temporary nature of the shelter is not reflective of the length of stay of the residents, but rather of the shelter or crisis itself.
- H.3 In order to allow for quick response, Temporary Shelters are permitted uses in existing approved buildings in the Special Purpose – City and Regional Infrastructure (S-CRI) District. In other situations, they may be provided through Council approved redesignation to Direct Control.

Examples of Temporary Shelters include:

- Emergency Housing on a Temporary Basis