Aging in Place Zoning By-law Technical Paper

What We Heard Report

September 2021

Prepared by:

gladki planning associates

Contents

Introduction

This *What We Heard* report documents the consultation undertaken for the Aging in Place technical discussion paper. The consultation consisted of an online public survey with 839 respondents and a stakeholder consultation with service providers. The online public survey was open during June and July 2021 and was prepared in conjunction with the Age Friendly Community Initiative with the City Manager's Office (see Appendix A for survey questions). The City of Richmond Hill and Gladki Planning Associates held a stakeholder consultation on Tuesday, August 3, 2021 from 2:00 – 4:00 PM. There were eight stakeholders with representation from Yee Hong Seniors Living, Schlegel Villages, Sunrise Senior Living and Carefirst Transitional Care Centre (See Appendix B for stakeholder consultation questions).

This Aging in Place discussion paper is prepared by Gladki Planning Associates in support of the Comprehensive Zoning By-law Review to address the concept and implementation of aging in place from a land use and zoning perspective. This study will inform (1) any necessary changes to the Official Plan policies related to seniors housing and care facilities; (2) where, within Richmond Hill, seniors housing and care facilities should be permitted in the new comprehensive zoning by-law; and (3) appropriate performance standards for seniors housing and care facilities (e.g. size, setback, landscaping, parking and loading).

For the purpose of this study, Aging in Place allows seniors to live in their familiar community for as long as possible, even as their health and subsequent needs change. A range of Aging in Place supports exist, but for this study we will be focusing on (1) adult-lifestyle communities (residences marketed to seniors); (2) retirement homes (independent living with support services such as meals and housekeeping); (3) long-term care homes (24-hour assistance); and (4) hospice care (near the end of life).

The development of the Aging in Place technical paper is divided into four phases. Phase one, the project kickoff, was completed in November 2019, Phase two (ongoing) includes background research and community consultation. The draft technical paper will be developed as part of phase three (September, 2021). Phase four will include a public information consultation and will conclude with the final report in November/ December 2021.

Aging in Place: Consultation Summary

The public and stakeholders were consulted for this project to inform an appropriate land use and zoning approach. The public survey found that it was very important to seniors that they stay in Richmond Hill as they age and for support services to be located in their neighbourhood, with community centres, libraries and home support services considered to be the most important factors. Seniors consider many factors as important when seniors' facilities are established in their neighbourhoods, with the most important being (1) proximity to outdoor spaces such as parks, (2) connectivity such as access to transit, and (3) provision of parking. Respondents value highly having access to amenities and services, having access to green space and nature, accessibility, and affordable scaled housing for seniors.

The stakeholder consultation highlighted the trend of campuses of care and integration of seniors into their communities, many facilities require larger buildings, the need for flexibility in the Official Plan with regards to provisions related to the range of senior housing type uses, and flexible zoning approaches to permit ancillary uses and appropriate parking rates.

Community Survey

The Aging in Place Survey which consisted of 16 questions was shared by the City of Richmond Hill through an online platform in June and July 2021, with 839 respondents. The survey results are as follows.
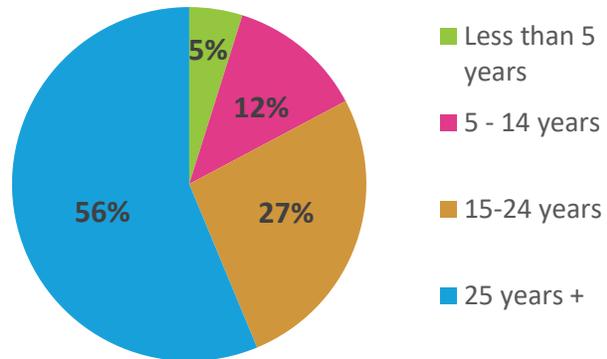
The majority of respondents were 65 to 74 years old (43%), followed by respondents aged 55-64 (28%), 75 years old or older (21%) and 54 years and younger (8%) **(See Figure 1).** *Answered: 834, skipped: 5.*

Figure 1: Age of Respondents
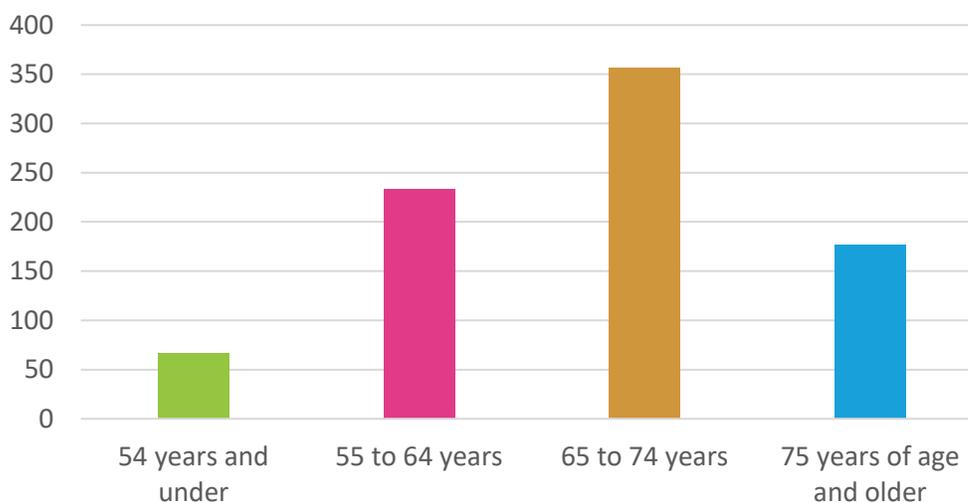
Figure 2: How long have you lived in Richmond Hill?

The majority of respondents have lived in Richmond Hill for 25 years or more (56%), followed by 15 to 24 years (27%), 5 to 14 years (12%), and less than 5 years (5%) **See Figure 2.** *Answered: 679, skipped: 160).*

Legend:
- Less than 5 years
- 5 - 14 years
- 15-24 years
- 25 years +

The majority of respondents rated Richmond Hill as a very good place to live as they aged (47%). Following this, 32% of respondents rated Richmond Hill good/ fair, 16% rated Richmond Hill as excellent, and 5% rated it as poor (**See Figure 3).** *Answered: 677, Skipped: 162.*

Figure 3: How do you rate Richmond Hill as a place to live as you age?
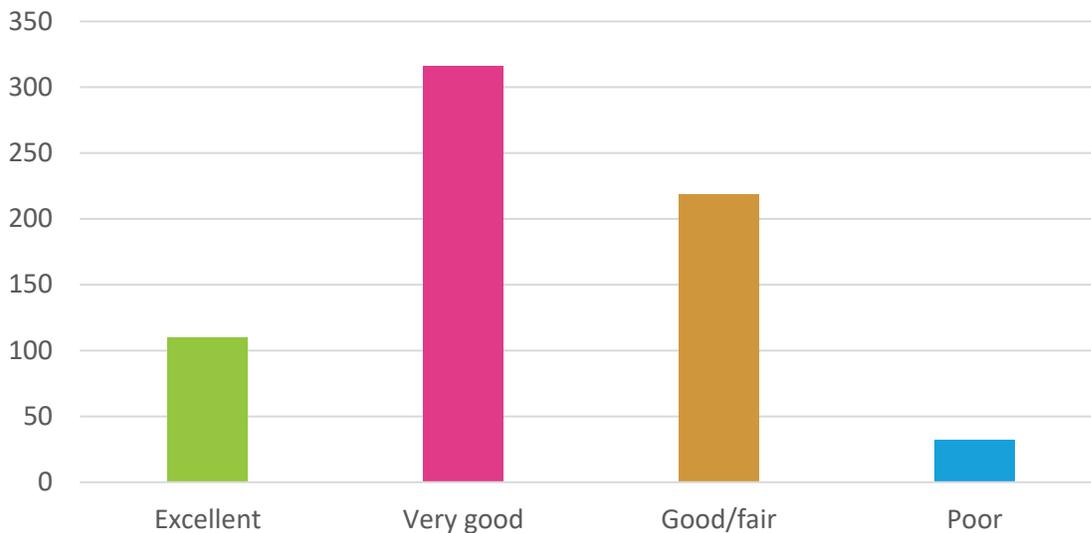
Respondents were asked to describe why they chose this rating and 447 people responded with comments. These comments offered a range of reasons why they enjoy aging in Richmond Hill as well as things they would change. Given that the purpose of this report is to inform Official Plan recommendations and a Zoning approach, comments have been summarized that relate to land use and zoning related issues. The survey responses uncovered four main themes. They are as follows:

Access to Amenities and Services

The largest theme in the comments was the importance of accessing amenities and services. Specifically, health services (e.g. hospitals, dental, eye, hearing and foot care), community amenities (e.g. seniors' centres, libraries, swimming pools, places of worship), daily living amenities (e.g. grocery shopping, malls), and entertainment amenities (e.g. Richmond Hill Centre for Performing Arts, theatres, outdoor concerts, eateries) were identified as important. The McConaghy Centre was identified as a community anchor for seniors' gathering and activities.

Amenities were discussed in the context of access and whether people could easily reach amenities by vehicle or on-foot. Respondents identified that driving becomes more of a challenge as people age, so walkable places and proximate amenities and services are necessary. Car-dependent neighbourhood design and the need for improved public transit was discussed. The "fifteen-minute neighbourhood" was mentioned by a number of respondents as an important model for community design.

Accessibility

The need for physical accessibility in housing, building, parking and street design was mentioned by a number of respondents. Respondents mentioned that buildings and streets must consider those that are walker and wheelchair bound and disability parking must be available. Specifically, issues include ensuring that entrances are graded and resurfaced, access ramps are available, curb cuts are an appropriate width, and accessible push buttons are present. Consideration regarding the width of roadways was identified as an important consideration, as respondents noted that it is becoming harder to cross wide streets. Stakeholders shared that wide streets are difficult to cross, especially during inclement weather, for people with mobility issues. This is an important consideration since the Official Plan permits long-term care facilities in Centres and Corridors, including part of Major Mackenzie Drive.

Green Space and Access to Nature

The respondents stated that Richmond Hill has an abundance of parks, trails, and opportunities to access natural areas. In some cases, respondents would like to see more green space, improved trail systems and overall improved access, through transportation services that will take them to natural areas.

Housing for Seniors

A number of respondents noted the range of housing options needed for people as they age. There is a need for bungalow-style dwelling units (one-floor) for seniors living alone and two-family dwelling units to accommodate elderly people living with their families. Senior-themed housing communities with flexible living areas was mentioned, as was medical and in-home support for those who desire to remain in their home. The cost of long-term care homes was identified as a barrier to respondents.

Figure 4: Importance to remain in Richmond Hill as you age

The following question asked respondents how important it was to remain in Richmond Hill as they aged **(see Figure 4).** The majority of respondents considered it very important to stay in Richmond Hill as they aged (46%), followed by 40% considering it important, 11% considering it not very important, and 3% considering it not important.
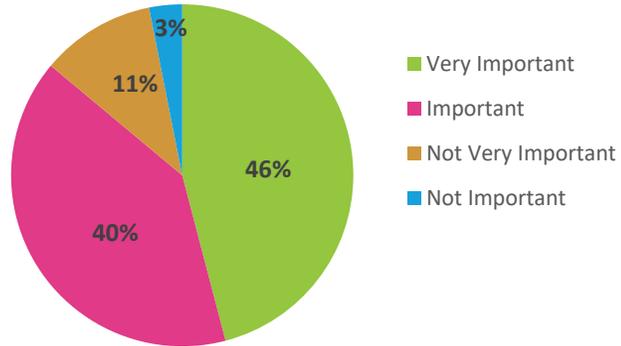
Respondents were asked which of the following support services for older adult housing and care services and facilities were available in their neighbourhood **(See Table 5)**. The options were the following: Community Centres and Libraries (both publicly and privately operated), Home Support Services (personal support works, meal delivery), Adult Lifestyle Communities (residences marketed to older adults), Retirement Homes (independent living with support services such as meals and housekeeping) and Long-Term Care Homes (nursing homes). *Answered: 560, Skipped: 279*.

**Figure 5: Are the following support services available in your neighbourhood?**
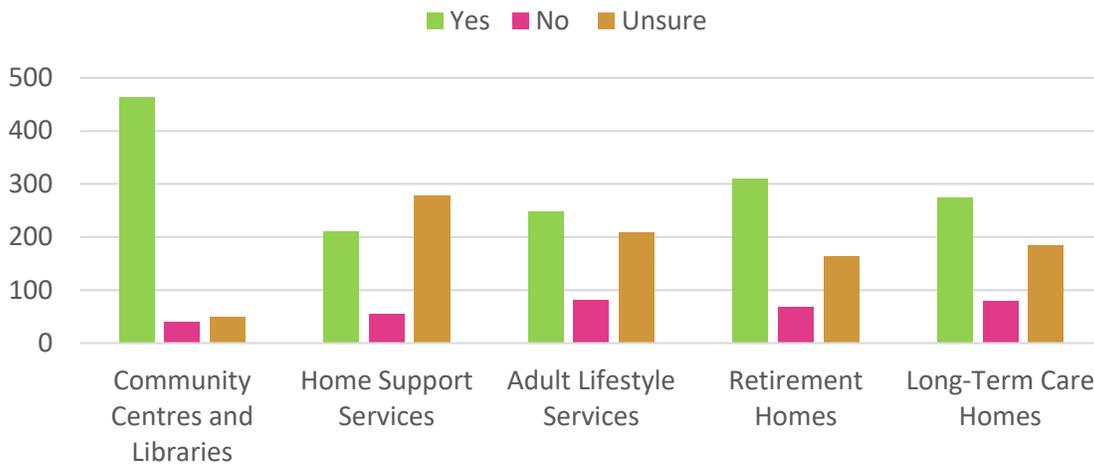
Respondents identified Community Centres and Libraries as the most common support services available in their neighbourhood (84% yes, 7% no), with the most certainty (9% unsure). For the remaining services and facilities, while many respondents noted that they were present in their neighbourhood, there was significant uncertainty as well. Retirement Homes are present in 57% of respondents' neighbourhoods, with 13% saying they were not and 39% of respondents unsure. Long-Term Care Homes are present in 51% of respondents' neighbourhoods, with 13% of respondents saying they are not, and 30% unsure. Adult Lifestyle Communities are present

in 46% of respondents' neighbourhoods, with 15% saying they are not and 39% unsure, and lastly, Home Support Services are present in 39% of respondents' neighbourhoods, with 10% saying they are not and 51% unsure.

The following question asked respondents to rate the importance of specific support services to be located in their neighbourhood as a means for older adults to stay in their community **(See Table 6)**. The options are: Community Centres and Libraries (both public and private), Home Support Services (personal support workers, meal delivery), Adult Lifestyle Communities (residences marketed to older adults), Retirement Homes (independent living with support services such as meals and housekeeping) and Long-Term Care Homes (nursing homes). *Answered: 562, Skipped: 277*

The majority of respondents found all of the support services listed to be very important, with a downward trend towards not important. Respondents rated Community Centres and Libraries as the most important, with 75% stating very important and only 1% rating them as not important. Home Support Services was rated by 68% of respondents as very important, and the remaining three services were rated generally the same, with approximately 55% of respondents rating them as very important.

**Figure 6: Importance of Support Services to be located in Neighbourhood**
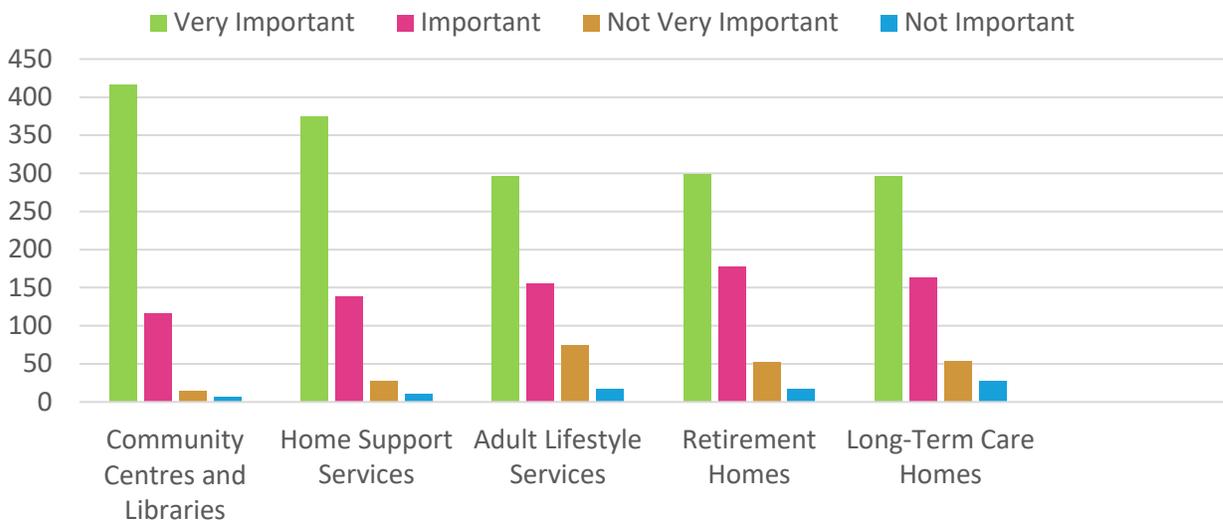
The following question asked how important a number of factors are in establishing older adult housing and care facilities in residential neighbourhoods **(See Figure 7)**. These factors are Outdoor Spaces (parks, sidewalks, accessible buildings), Scale of Use (such as size of building and size of property), Design of Buildings (such as fitting within the existing character of the neighbourhood), Traffic Circulation (such as increased on-site or street congestion), Connectivity (such as access to transit, along major streets), Parking (such as on-site or street parking availability), and Noise (such as the location of on-site amenities or the parking area being located too close to existing uses). *Answered: 560, Skipped: 279.*

In general, the majority of respondents ranked all factors as very important, with a downward trend toward not important. Outdoor Spaces such as parks, sidewalks and accessible buildings were identified as very important by 82% of the respondents, the highest ranking. Connectivity, such as access to transit and proximity to major streets, was ranked the second highest, with

67% of respondents rating it as very important. Following this in a close range is Traffic Circulation (63%), Parking (61%), Noise (60%), Design of Buildings (58%) and Scale of Use (52%).

Figure 7: Importance of Factors in Older Adult Housing and Care Facilities
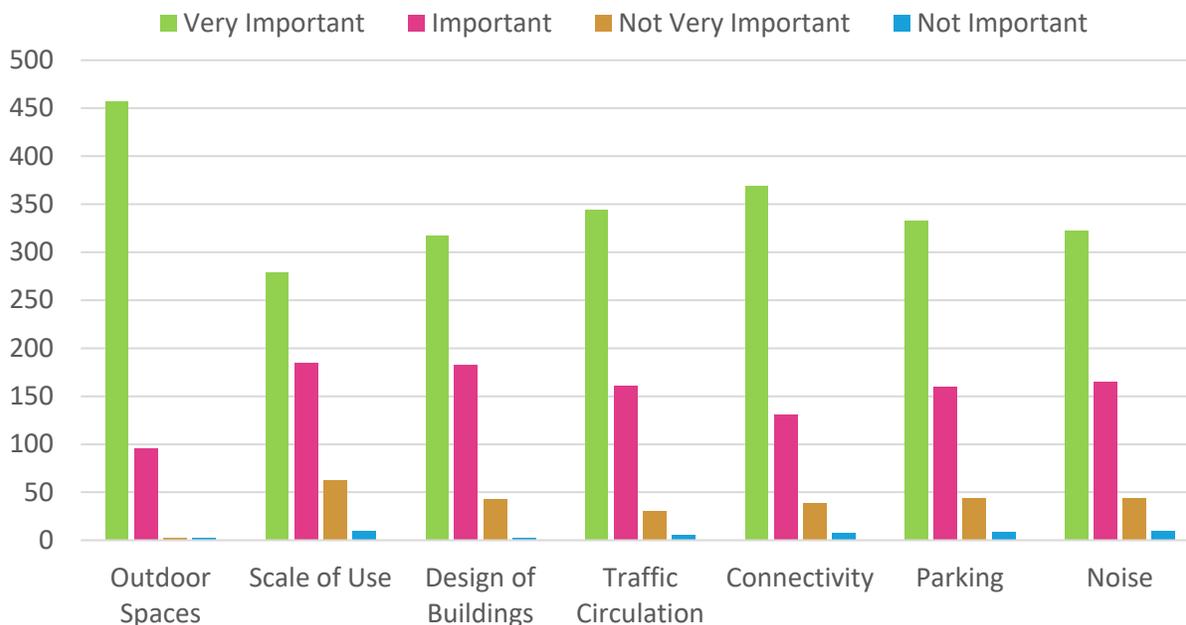
Respondents were given an opportunity to expand on their answers. These comments focused on the following themes:

Outdoor Spaces: There is a need for shaded areas, public washrooms in parks, free parking close to trails and recreation areas, proper care of green spaces, ravines and trails, more parkettes and benches, sitting areas for socializing, parks big enough for people to congregate in (e.g. tai chi or chess), seniors' housing with raised gardens so seniors can have flowers or vegetables, a green environment.

Walkability/ Co-location of Uses: There is a need for amenities within senior-friendly walking distances (such as restaurants, groceries, libraries, pharmacies, medical buildings), seniors' housing with other facilities, such as Child Care Centres and Community Centres, and for seniors' housing to be built near parks, libraries and stores to encourage walking and independence.

Scale of Use: There is a need for smaller seniors' homes with 15-20 residents and not large impersonal buildings with hundreds of seniors, low-rise buildings (less than 4 storeys) with less than 75 residents so the needs of the residents can be handled properly and efficiently, and varied housing options for seniors such as one-floor bungalows or triplexes and quadruplexes, as many seniors don't want to live in condos without outdoor space.

Connectivity: There is a need for seniors' transit options that include home to destination and return service, access to bicycle lanes, access to assisted transportation services (WheelTrans), and improved bus routes, especially along Weldrick Road West to Hillcrest Mall.

Parking: There is a need for parking on sites (not on neighbourhood streets) and accessible parking spots for seniors (both local and visitors).

Other comments touched on noise pollution, the need for accessibility in all of the above categories, concerns around congestion, and the need to welcome modern approaches to housing.

The following question asked which services (open to the general public) would respondents be comfortable locating within older adult housing and care facilities **(See Figure 8)**. The options are Health Services (such as clinics, pharmacies or counselling), Social Services (such as employment services or settlement services), Recreation Space (such as gymnasiums, fitness classes or community meeting rooms), Personal Services (such as beauty salons), Professional Services (such as legal services or accountants), Retail, Libraries, Government Services (such as where one can renew a health card or pay your taxes), Places of Worship (such as churches, mosques, temples or synagogues), Day Nurseries (childcare centres, not including private home daycare), and Arts and Entertainment (such as theatres, museums or cultural centres). *Answered: 556, Skipped: 283.*

Figure 8: Services to Locate within Older Adult Housing and Care Facilities
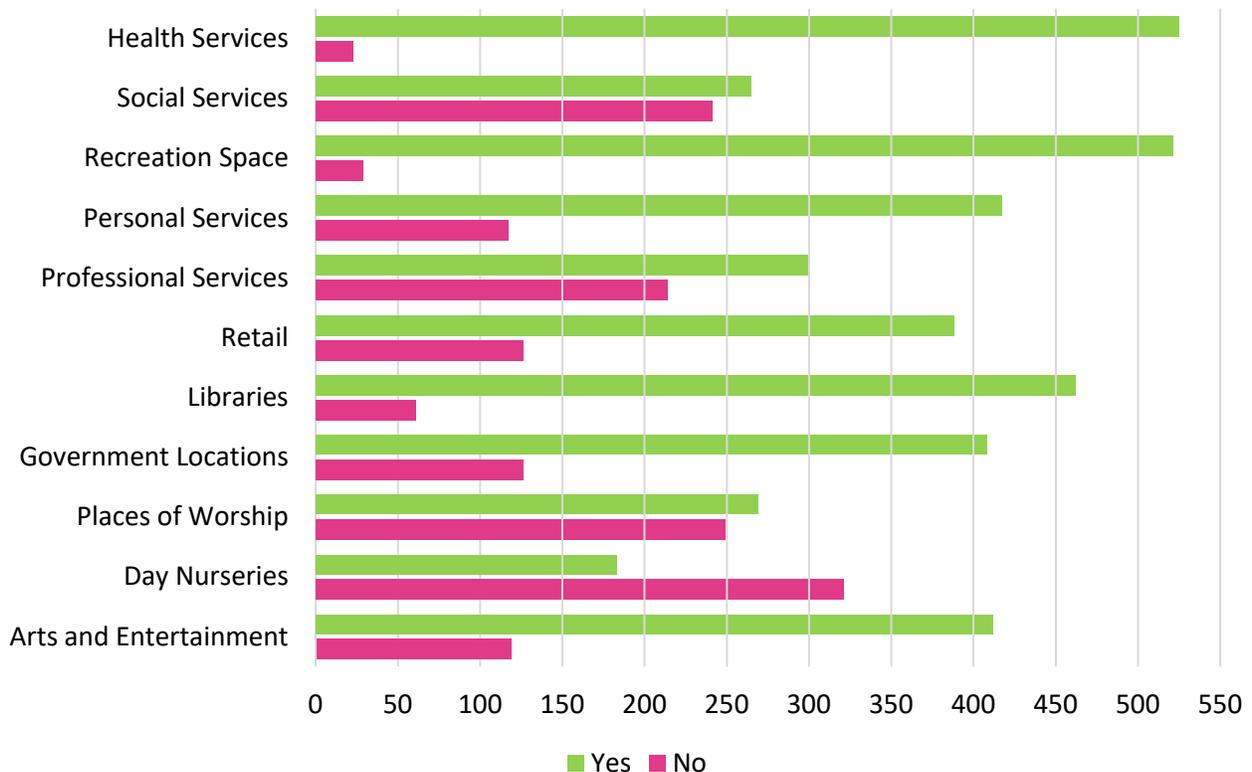
Respondents said that they would want Health Services and Recreation Spaces located within older adult housing and care facilities, with 96% and 95% saying "yes", respectively. Following this, respondents highly rated Libraries (88%), Personal Services (78%), Arts and Entertainment (78%), Government Services (76%) and Retail (75%). There was more of a central split for the remaining services, with the following breakdown saying "yes": Professional Services (58%), Social Services (52%) and Places of Worship (52%). Day Nurseries were not preferred within older adult housing and care facilities, with 64% of respondents saying "no".

Respondents were given an opportunity to expand on their answers. A number of comments focused on services and amenities not being needed within seniors' facilities. Places of Worship and Child Care facilities were commonly identified as not appropriate for seniors' facilities. Beyond this, comments focused on the following themes:

Need for Community Integration

A number of respondents stated that for many seniors, going into the community to run errands or visit a place of worship is an important part of community integration. Having certain services and facilities on site may stop seniors from leaving the facilities. Respondents said many of the above services are needed infrequently, so they can be accessed within the community. While potentially not necessary on site, respondents said it was important for services to be located nearby.

A Nuanced Approach

A number of respondents stated that what may be preferred by some seniors may not be relevant to others. For many of the options listed above, including personal care services or places of worship, it would be hard to cater to all seniors living in a facility. Respondents stated that for many of the services and amenities, there is a need for more information to adequately consider the needs in long-term planning horizon.

Need for Peace and Safety

A number of respondents shared concerns around the noise, traffic and busyness of co-location impacting the peace and tranquility of the facility. There are concerns that the general public may not have consideration for seniors, with examples being long line-ups, services and amenities open late at night, use of social media, and parking. Safety and security was also shared as a concern, with a preference to not having the general public in spaces where some of the seniors who are vulnerable live. Health concerns and possible transmission of diseases and viruses was mentioned.

Availability of Online Services

A number of respondents stated that many services listed, such as government services (e.g. renewals) and employment services can be done online.

Stakeholder Consultation

The City of Richmond Hill and Gladki Planning Associates held a stakeholder consultation on Tuesday, August 3, 2021 from 2:00 – 4:00 PM. There were eight stakeholders with representation from Yee Hong Seniors Living, Schlegel Villages, Sunrise Senior Living and Carefirst Transitional Care Centre.

The following themes arose in this consultation:

Campus of Care

Much of the stakeholder consultation focused on seniors' facilities as campuses of care that provide other community service components such as medical centres, community hubs, intergenerational programs, vocational training programs related to seniors' care programs, and gyms, among others. This approach promotes connectivity and connectedness and allows for a mix of services and uses within both the community of seniors and the larger community. Stakeholders observe that: Seniors don't want to be isolated and want connection to others and to day-to-day activities. Accordingly, they indicate that development can compliment the facility to allow for multifunctionality and strengthening of existing City infrastructure.

When considering what specific services or amenities should be included within seniors' communities, stakeholders said that almost all would be attractive and support integrated communities. With the communities of care approach, any services or amenities that are available to the public should be available to seniors. Segmenting uses is not helpful and a holistic approach is needed.

Built Form: Large Facilities

The stakeholders stated that their organizations typically have larger facilities. Schlegel has large facilities (12+ storeys) that are located on busy thoroughfares and often focus on the town square concept with commercial uses serving onsite and area residents. One stakeholder stated that retirement homes previously needed 120 beds (approximately 4-6 storeys and 3-4 acres) to be sustainable, but with rising costs there now needs to be 150-175 beds.

These large facilities can accommodate activities and programs for seniors and with trends towards campuses of care, include space for services and amenities. These facilities also allow for residents to age in place as they typically provide a range of residential and supportive care services. One stakeholder anecdotally stated that often seniors will benefit from living in seniors' facilities given that they can attend programs, connect with others and participate in ways that their previous single- family home does not allow for.

At a smaller scale, one stakeholder discussed their experience in supporting seniors in their own residences (ranging from bungalows to multi-storey retirement homes) and providing a full range of services such as home care, nursing, friendly visitors, transportation to a wellness centre, etc. While at home, it is crucial that design features are updated to accommodate changing needs, most importantly with bathrooms (e.g. support bars, door widths).

Official Plan Considerations

To encourage seniors' care and living facilities, stakeholders identified a need for flexibility in the Richmond Hill Official Plan. The Official Plan's requirement to allow for long-term care homes in neighbourhoods along arterial streets is appropriate given the size of the facilities and need for transit, however one stakeholder identified that there is not always sufficient space on arterials for such large facilities. In these situations, parking is also an issue as underground parking is expensive and there is limited space for ground-level parking.

When considering a campus of care or integrated seniors' facilities, stakeholders indicate that the Official Plan policy is too restrictive and needs to be more flexible. Retirement homes and components of long-term care homes often require Official Plan Amendments as the Official Plan only specifically identifies residential use and Long-Term Care facilities as permitted uses, whereas there is a range of seniors housing and care facilities that fall within a spectrum between those two permitted uses. The campus approach supports seniors and caregivers, accordingly stakeholders noted that City policies should encourage this approach through flexibility.

The term *compact urban form* was identified as too restrictive for the needs of seniors' facilities and seems to neglect the need for seniors to access ample open space. It was however acknowledged by another stakeholder that not all seniors want to be in the countryside and facilities should be in urban areas so they are not isolated from their community, and vice versa. In this regard, multi-story built form can work well for seniors' facilities.

Municipalities in Ontario vary in considering housing geared to seniors as residential or institutional uses. Traditionally, long-term care facilities are under institutional zoning and a retirement home is considered residential. Sunrise Senior Living finds themselves between definitions, as they are a retirement home under law but they operate similar to a long-term care facility given the high level of care and activities they provide. They prefer to use the term "assisted living community". Often facilities are a blend of traditional categories related to seniors' facilities. Accordingly, stakeholders recommended that the update to the Official Plan should consider this spectrum.
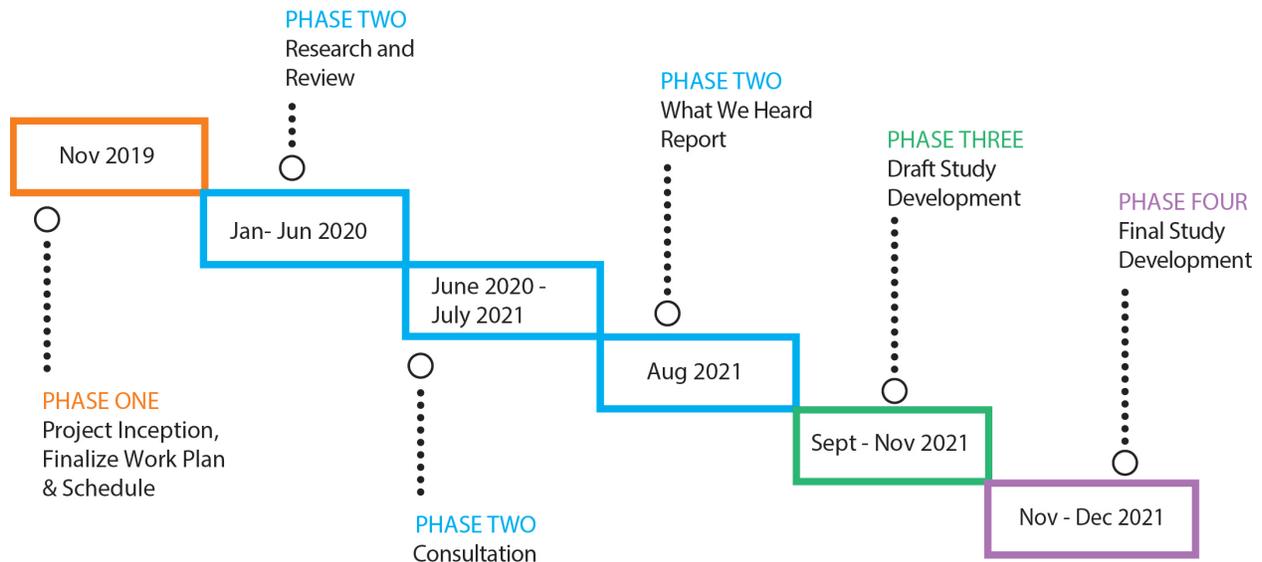
Zoning Considerations

To encourage seniors' care and living facilities, stakeholders identified a need for flexibility in the Zoning By-law, specifically related to accessory uses which are generally secondary uses that are not accessory to the main facility, which often cause zoning issues. Stakeholders find that accessory uses exclusively devoted to one use are not helpful and stakeholders have had issues with the definition of "accessory" in an integrated facility. One stakeholder recently dealt with a Ministerial Zoning Order where they had to be very specific in regards to accessory uses and they would prefer to be more generic. Stakeholders voiced that ideally, a zoning by-law would not restrict creativity and innovation as planning approvals require time, costs and cause delays.

Parking rates in the zoning by-law should reflect the needs of seniors' facilities as many providers find it difficult to meet the requirements. In many cases, few residents drive and parking is used mostly by staff and visitors. Zoning by-laws often require 1 parking space per resident which is not necessary. A rate of 0.3 spaces/ retirement unit is more reasonable from a stakeholder's experience. Another stakeholder shared however that especially in rural locations and those not easily accessible by transit, parking is important. Further, parking at grade is important as underground parking becomes cost prohibitive for such developments.

The findings from the public survey and stakeholder consultation, combined with the background review conducted for the summary brief, will contribute to recommendations proposed in the First Draft of Study to be submitted in September 2021. This will be revised into a finalized version and will be shared with the public for a public information consultation in November 2021. The Final Report will be completed in December 2021.

Next Steps

- First Draft of Study, September 2021
- Finalized First Draft of Study, **October 2021**
- Public Information Consultation, **November 2021**
- Final Report, **December 2021**

PHASE TWO
Research and Review

PHASE TWO
What We Heard Report

PHASE THREE
Draft Study Development

PHASE FOUR
Final Study Development

Nov 2019

Jan- Jun 2020

June 2020 - July 2021

Aug 2021

Sept - Nov 2021

Nov - Dec 2021

PHASE ONE
Project Inception, Finalize Work Plan & Schedule

PHASE TWO
Consultation

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Project Webpage:
https://www.richmondhill.ca/en/zone-richmond-hill.aspx

Appendix A: Survey Questions

1. How old are you?
2. How long have you lived in Richmond Hill?
3. How would you rate Richmond Hill as a place for people to live as they age?
4. How important is it for you to remain in Richmond Hill as you age?
5. Thinking about what life was like before the pandemic began, how frequently would you interact with your friends, family or neighbours (on the phone, in person, over email or through social media)?
6. We'd like to learn more about your experiences living in Richmond Hill. Thinking about what life was like before the pandemic, please check all that apply:
    a. I think there are opportunities for people of all ages to be socially active in my community.
    b. I believe a good variety of events and activities are affordable and located in places that are comfortable and safe for older adults.
    c. I can easily find information about activities and events, including details about the accessibility of facilities and transportation options for those who don't drive.
    d. I have access to the internet at home.
    e. Other (please explain).
7. In what ways do you prefer to receive information from the City about services, programs and events?
    a. Newsletters, notices or flyers mailed to your home
    b. Social media
    c. City website
    d. Email/ e-newsletters
    e. Newspaper articles
    f. Newspaper advertisements
    g. Radio
    h. Access Richmond Hill
    i. Signs (digital, curbside signs, etc)
8. Thinking about what community life was like before the pandemic, please check all that apply
    a. I believe older adults are included in activities for all community members.
    b. I believe there are opportunities to socialize and maintain good networks of friends, family and neighbours.
    c. I think older adults are regularly consulted on how to serve them better.
    d. I find that service staff in businesses are generally courteous and helpful.
    e. I find that community-wide settings and activities attract all generations by accommodating age-specific needs and preferences.
9. Thinking about what life was like before the pandemic, please check all that apply.
    a. I am aware of opportunities for people of all ages to participate in suitable volunteer, civic and employment positions.
    b. I am aware of various seniors organizations in our community
    c. I participate in one or more seniors organizations in our community.

    d. I believe appropriate training and guidance are provided to older adults to support a wide range of volunteer and employment opportunities.

    e. I believe local employers are aware of the potential contribution of mature workers and are aware of the benefits of attracting, retaining and developing these individuals.

    f. I believe workplaces are adapted to meet the needs of older adults.

10. As you age, do you think you could comfortably continue to live in
    a. Your current home
    b. Your neighbourhood
    c. Richmond Hill
    d. Outside of Richmond Hill

11. Are the following support services for older adult housing and care services/ facilities available in your neighbourhood?
    a. Community Centres and libraries (both publicly and privately operated)
    b. Home support services (personal support workers, meal delivery)
    c. Adult lifestyle communities (residences marketed to older adults)
    d. Retirement homes (independent living with support services such as meals and housekeeping)
    e. Long-term care homes (nursing homes)

12. To provide options for older adults to stay in their community, please rate how important it is for you to see the following support services located in your neighborhood?
    a. Community Centres and libraries (both public and private)
    b. Home support services (personal support workers, meal delivery)
    c. Adult lifestyle communities (residences marketed to older adults)
    d. Retirement homes (independent living with support services such as meals and housekeeping)
    e. Long-term care homes (nursing homes)

13. Please rate how important the following factors are in establishing older adult housing and care facilities in residential neighbourhoods?
    a. Outdoor Spaces (parks, sidewalks, accessible buildings)
    b. Scale of use (such as size of buildings or size of property)
    c. Design of Buildings (such as fitting within the existing character of the neighbourhood)
    d. Traffic circulation (such as increased on-site or street congestion)
    e. Connectivity (such as access to transit, along major streets)
    f. Parking (such as on site or on street parking availability)
    g. Noise (such as the location of on-site amenity or parking area being located too close to existing uses)

14. Which of the following services (open to the general public) would you want to locate within older adult housing and care facilities?
    a. Health Services (such as clinics, pharmacies or counselling)
    b. Social Services (such as employment services or settlement services)
    c. Recreation Space (such as gymnasiums, fitness classes or community meeting rooms)
    d. Personal Services (such as beauty salons)
    e. Professional Services (such as legal services or accountants)
    f. Retail

      g.   Libraries

      h.   Government Services (such as where you can renew your health card or pay your taxes)

      i.   Places of Worship (such as churches, mosques, temples or synagogues)

      j.   Day Nurseries (childcare centres, not including private home daycare)

      k.   Arts and entertainment (such as theatres, museums or cultural centres)

15. Please tell us more about how you think the City can create communities that support aging in place.

16. To help us better understand our residents' needs, may we ask the name of the street you live on?

Appendix B: Stakeholder Engagement Questions

1. What are your organizations needs in terms of built form?
2. Could the care you provide be offered at various scales (e.g. in a single detached built form) and various levels of service? Would this open up new opportunities for aging in place facilities?
3. What do you think about the City's Official Plan policy 4.1.1 that restricts community uses (including long-term care) to Neighbourhoods fronting onto an arterial street and Centres and Corridors in a compact urban form?
4. Has this created any challenges or opportunities for your organization? In your experience, is there a need for more specific Aging in Place definitions in the Official Plan? E.g. retirement homes, senior citizen housing, nursing homes, homes for the aged, hospices, lodging houses/ homes.
    a. Do you consider your facility a community use or a residential use/ housing?
5. Which of the following community services (open to the general public) do you think would be appropriate to locate within seniors housing and care facilities?
    a. Health services (such as clinics, pharmacies, or counselling)
    b. Social services (such as employment or settlement services)
    c. Recreation space (such a gyms, fitness classes, or community meeting rooms)
    d. Personal services (such as beauty salons)
    e. Professional services (such as legal services or accountants)
    f. Retail
    g. Libraries
    h. Government services (e.g. Service Ontario)
    i. Places of Worship
    j. Day Nurseries (daycare centres, not including private home daycare)
    k. Arts and entertainment (such as theatres, museums or cultural centres)
    l. Other
6. What is your experience with development applications?
    a. What could the City do in the future to improve your experience?
    b. What does the City need to understand about seniors housing and care facilities?
7. Do you have any additional comments that will help the City's zoning by-law support aging in place for residents in Richmond Hill?