

# Retail and Food Services in Healthcare Facilities

Retailing, food services and personal services can play an important role in healthcare facilities. Retail

- is a vital service demanded by patients, healthcare workers, and visitors.
- can help put to rest the stereotype of healthcare facilities as sterile and clinical and instead help create a more lively and social environment that contributes to the healing process.
- can be a significant and steady source of rental income that increases over time.
- can help engage and enliven the neighbourhood and pedestrian street level activity around healthcare facilities by integrating them with the surrounding area.

Unfortunately, retail opportunities in healthcare settings are often missed and the benefits not realized for the following reasons:

- Retailing and related services are often left to the last moment in the planning phase, as retail is not the core function of the hospital administration;
- Retail scope and potential are underestimated, so that adequate retail space is not allotted or retail is poorly located; and
- The planning, contracting or leasing of space is not conducted professionally.

## J.C. Williams Group – At Your Service

J.C. Williams Group is one of North America's top retail consultancies, with offices in Toronto, Montreal, and Chicago. For over 30 years our consultants, all of whom have practical retail expertise and are the very best in the industry, have been serving retailers, developers and the not-for-profit sector. This is demonstrated by our depth of experience as shown below:

### Healthcare Retail Services

Trillium Health Centre  
Brampton Civic Hospital  
CAMH  
Toronto General Hospital  
Peel Memorial Hospital  
Mississauga Hospital  
Baycrest Centre

### Planned Communities

Regent Park  
West Don Lands  
Lawrence Heights  
Seaton, Pickering  
Lusail, Doha, Qatar  
Mediterranean Gate, Tunis

### Downtown Retail Strategies

Toronto  
Calgary  
Edmonton  
Montreal  
Hamilton  
Boston  
Houston  
Providence  
Miami  
Denver  
Grand Rapids  
Los Angeles

### Culture and Education

Toronto International Film Festival (TIFF)  
St. Lawrence Market  
Art Gallery of Ontario (AGO)  
NHL  
Royal Ontario Museum (ROM)  
Royal BC Museum  
Ryerson University  
Art Gallery of Windsor  
National Gallery of Canada

### Retail Strategic Planning

Crate and Barrel  
Harry Rosen  
Holt Renfrew  
Lands' End

## **J.C. Williams Group Healthcare Retail Services**

Based on our extensive experience in the retail planning and food service worlds we have developed a professional approach to maximizing the retail, food service and retail-medical services for the healthcare industry.

Our project team will

- Visit the site, review preliminary plans, listen to key management and discuss the vision for your institution;
- Complete a thorough audit of local retailing, assessing competitive and complementary retail businesses;
- Ascertain current leasing patterns including rents;
- Survey healthcare facility users;
- Study best practices in similar facilities and develop case studies;
- Calculate the amount of space needed, the range of users, and typical tenants;
- Work with the design team to prepare optimal space plans;
- Determine achievable lease rates and forecast revenue flow;
- Prepare one or more options for management to consider on how best to manage and/or contract the various retail and food service operations;
- Manage the leasing process, from distributing RFP's, interviewing candidates, and selecting tenants, to negotiating lease terms
- Oversee construction and store openings, as required.

## **J.C. Williams Group Healthcare Retail Services**

J.C. Williams Group will provide your healthcare planning needs with:

- The best team of experienced retail experts in your industry;
- A realistic assessment of potential services and revenue;
- A support system that can take this specialized type of work off your hands, while being totally inclusive throughout the process; and
- Exceptional payback for our fees.

Please feel free to contact:

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