

D2 LEARNING CENTRE

D2.1 SERVICE DESCRIPTION

D2.1.1 Scope of Services

This section D2 sets out requirements for the Facility's Learning Centre to be achieved or accommodated by Project Co in providing the Works and the Services.

The range of activities and services to be provided within this component include:

- Education/training/conferencing
- Library services
- Learning and development services
- UBC medical program expansion administration

A brief description of the activities in each area is as follows.

D2.1.1.1 Educational/Training/Conferencing

These facilities will comprise rooms with a variety of seating capacities and configurations to accommodate primarily large group assemblies for the following types of functions:

- Medical, nursing, and allied health training
- Conferences, seminars, and administrative meetings
- Patient and community education
- Employee and volunteer orientation
- Staff in-service education (including Information Management computer training space)

Members of the general public and community service groups (up to 60 different groups) will also access facilities within this component, most often after normal operating hours.

Teaching/conference space contained within this component will accommodate a variety of presentation modalities and pedagogies, including:

- Seminar/group interaction
- Audiovisual assisted
- Practical demonstrations/hands-on training
- Lectures
- Banquets

Since presentations tend to be more formal, the rooms will be fully equipped with audio-visual and video conferencing capabilities and are furnished to accommodate sessions lasting for more than 2 hours at a time.

A foyer will support the component for 75 people, kitchenette/food cart marshalling area, and toilets.

D2.1.1.2 Library Services

Services provided include:

- Combined patient and staff library
- Circulation of materials from collection including books, videos, cassettes, journals, CD-ROM and general reference material

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- Inter-library loan services
- Display, maintenance and storage of medical journals, books, and reference material, including AV media, computer-based files and media
- Acquisition and cataloguing for the Abbotsford Hospital & Cancer Centre
- Audiovisual program previewing
- Literature searches
- Photocopying (scanning)
- Research, reading and studying

Monographs and journals will be ordered by the librarians. The collection will be kept in the Abbotsford Hospital & Cancer Centre library.

Library materials are kept current, typically up to 10 years, excluding selected specialized materials on the shelves. Five years of journals will be stored with the collection.

D2.1.1.3 Learning and Development Services

Services include provisions for office/workstation space for one director, two educational consultants, one assistant and one technician to accept registrations of staff into educational events and to distribute educational information.

D2.1.1.4 UBC Medical Program Expansion Administration

Includes the facilities to accommodate the administrative staff of the UBC medical program expansion. The medical program expansion will comprise 12 undergraduate students, plus 12 residents located at AHCC.

D2.1.1.5 Current Trends

In providing the Works and the Services, Project Co shall take into account the following trends:

- *Greater focus in health literature on evidence-based practices.*
- *There is an increased number of highly knowledgeable and discerning consumers/clients/patients and, as a result, there is a greater awareness among users as to the availability and potential of electronic resources.*
- *Increased development in the use of internet and e-based learning approaches, particularly in the educational sector.*
- *Increasing incorporation of a virtual library.*

D2.1.2 **Scope of Education Services**

Possible contract with UBC Library Masters students, and BC library technician student(s) (Langara or University College of Fraser Valley), up to 2 at a time.

D2.1.3 **Scope of Research Services**

Not applicable

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D2.1.4 Specific Exclusions

This specification excludes Learning Centre type services/requirements provided elsewhere, including:

- Patient education/counselling (see section A1 Ambulatory Care Centre)
- Decentralized conference/seminar rooms located in departments throughout the Abbotsford Hospital & Cancer Centre, which are bookable as summarized below:

| Component | Ref. # | Name | Capacity (seats) |
|--------------------------------------------------|--------|------------------------------------------|------------------|
| Clinical Output Specifications | | | |
| <u>A Outpatient Services</u> | | | |
| A1 Ambulatory Care Centre | | | |
| A1(b) Abbotsford Hospital Outpatient Services | 17 | Conference/Education Room | 12 to 15 |
| | 30 | Patient Education/Counselling Room | 40 |
| A1(c) Cancer Centre Chemotherapy Treatment Unit | - | - | - |
| A1(d) Cancer Centre Clinical Trials Office | - | - | - |
| A1(e) Cancer Centre General Clinic | 18 | Clinical/Conference Room | 20 to 30 |
| A1(f) Cancer Centre Professional Staff Offices | 18 | Video Conference/Meeting Room | 10 to 12 |
| | 19 | Seminar Room | 12 |
| A1(g) Cancer Centre Patient Rehabilitation | 11 | Patient/Support Relaxation Room | 40 |
| A1(h) Cancer Centre Radiation Therapy | 73 | Clinical Conference Room | 35 |
| | 4 | Training/Meeting Room | 20 to 25 |
| A1(i) Cancer Centre Staff Facilities | - | - | - |
| A2 Emergency | 96 | Multi-Purpose Conference Room | 12 to 15 |
| A3 General Day Care Unit | - | - | - |
| A4 Renal Services | - | - | - |
| <u>B Inpatient Services</u> | | | |
| B1 Comprehensive Cardiology Care Unit | 32 | Conference Room | 15 |
| B2 General Medical/Surgical Inpatient Care Units | 29 | Conference/Team Report x4 | 10 to 12 |
| | 43 | Meeting Room | 20 |
| | 60 | Meeting Room | 20 |
| B3 Tertiary Palliative Care Unit | - | - | - |
| B4 Intensive/Stepdown Care Units | 46 | Conference Room | 15 |
| B5 Maternal Child Program | 18 | Multi-Use Staff & Patient Education Room | 25 |
| | 43 | Conference/Team Report Room x 2 | 12 |
| | 120 | Conference/Report Room | 12 to 15 |
| B6 Mental Health/Psychiatry Program | 28 | Conference/Team Report Room | 8 to 10 |
| | 51 | Conference Room | 15 to 20 |
| <u>C Support Services</u> | | | |
| C1 Diagnostic Services | 42 | Conference/Seminar Room | 8 to 10 |
| C2 Laboratory Medicine | 57 | Conference/Seminar/Library | 14 |
| C3 Medical Imaging | 123 | Conference/Library | 20 |
| C4 Morgue & Autopsy | - | - | - |
| C5 Pharmacy Services | 11 | Conference | 23 |
| C6 Rehabilitation Services | - | - | - |
| C7 Surgical Services | 13 | Conference/Seminar | 20 to 25 |
| Non-Clinical Output Specifications | | | |
| D1 Information Management | 27 | Meeting Room | 10 |
| D3 Main Public Facilities | - | - | - |
| D4 Site Administration | 24 | Multi-Purpose Clinical/Meeting Room | 8 to 10 |
| | 29 | Conference/Meeting | 20 |
| D5 Staff Facilities | - | - | - |
| D6 Volunteer/Auxiliary Services | - | - | - |

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D2.2 OPERATIONAL DESCRIPTION

D2.2.1 Minimum Hours of Operation

Hours of operation for the educational/conference/training rooms will be 0700h to 2200h, 7 days/week.

Hours of operation for library services will be 0800h to 1600h, 5 days/week.

D2.2.2 Patient Management Processes

D2.2.2.1 Library Services

Patrons (patients, families or community members, staff) enter this component and will frequently refer to staff services, reference material, and information access devices. In addition, patrons may browse through the collection, selecting materials for reading in the library or for removal from the facility. Patrons may also take material to seating areas for study and/or recreational reading. Patrons will leave materials in specially designated areas, and staff will reshelve them. Patrons may also consult staff regarding location, availability of information in the collection or on the internet.

D2.2.3 Patient Information Management

Not applicable

D2.2.4 Staff Work Processes

D2.2.4.1 Administration (Library Services)

Staff will be present in order to answer questions, supervise reference material and patron activities taking place in the component. Staff on duty will provide surveillance of all public areas and computer workstations.

D2.2.4.2 Educational/Conference/Training Facilities

Most functions occurring in this component are typically pre-scheduled or conducted on a routine basis. Bookings and audiovisual equipment control will be coordinated by personnel who may also coordinate bookings/utilization of all conference/teaching rooms that can be used on a shared basis throughout the Abbotsford Hospital & Cancer Centre. Portable audiovisual equipment, stored centrally in this component, will be brought to individual rooms around the Abbotsford Hospital & Cancer Centre as needed.

In order to make the best use of the central conference/teaching rooms and to provide for the future, they will be provided with optimal connectivity to each other, and to similar rooms in other hospitals. This capability will assist in minimizing the movement of staff between sites and support regional service and communications.

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D2.2.4.3 Staff Facilities

Coat closet and kitchenette will be provided for staff/community members/volunteers attending the conference rooms.

D2.2.5 **Matériel Services**

Refer to Output Specifications, Section 4: Facility Management Services, subsection E7 Matériel Services, and Section 2: Clinical Services, subsection C8 Sterile Processing Services.

D2.2.6 **Linen/Housekeeping Services**

Refer to Output Specifications, Section 4: Facility Management Services, subsections E5 Housekeeping Services and E6 Laundry/Linen Services.

D2.2.7 **Equipment Asset Management**

Refer to Output Specifications, Section 4: Facility Management Services, subsection E2 Biomedical Engineering; and Section 7: Equipment.

D2.3 ACTIVITY INDICATORS

The table below summarized the projected activity for Learning Centre services, which must be addressed by Project Co in performing the Works and the Services.

D2.3.1 **Hospital Activity**

| Unit | Minimum Projected Yearly Activity |
|----------------------------|-----------------------------------|
| <u>Library Collections</u> | |
| Journals | 70-80 |
| Books/AV | 4,000 volumes |

D2.3.2 **Cancer Centre Activity** (*Incl. in Hospital Activity above*)

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D2.4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 7 FTE, consisting of 2 librarians, 1 learning and development director, 2 education consultants, 1 assistant and 1 technician.

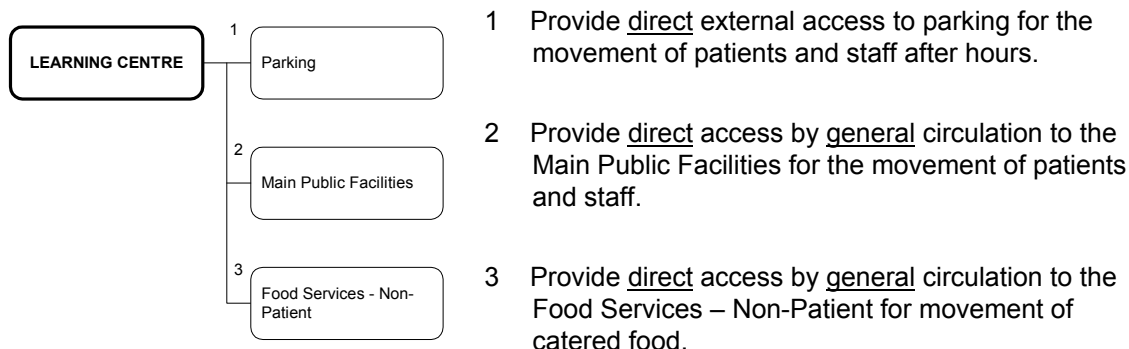
It is anticipated that the key functional areas in the component will need to accommodate the following maximum number of people.

| Functional Areas | Patients | Staff | Visitors | Others | Total |
|------------------------------------|----------|-------|----------|--------|-------|
| Education/Training/Conference Area | | | | | 100 |
| Library Service Area | 10-15 | 10-15 | 4-5 | 4-5 | 28-40 |
| Learning and Development Area | 0 | 4-5 | 0 | 1-2 | 5-7 |

D2.5 DESIGN CRITERIA

D2.5.1 Key External Relationships

The following key relationships will be achieved in the priority order as numbered for the purposes stated:



D2.5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

Educational/Conference Facilities

D2.5.2.1 Organization of Conference Facilities

In principle a room will be provided capable of seating 150 people, with the ability to split into 2 to 3 smaller rooms (or 1 medium and 2 smaller rooms).

D2.5.2.2 Entry/Security

Conference/meeting rooms will be accessible from main traffic corridors. The 150-seat room requires an additional separate entry for public rental/lease access.

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The hands-on teaching room requires a central location to support its use as a drop-in facility.

D2.5.2.3 Visibility

All conference/teaching rooms require unobstructed sightlines to speakers, projection/writing surfaces and between attendees.

D2.5.2.4 Flexible Seating

All teaching/conference rooms will have flat floors and loose, flexible furnishings in order to provide flexibility and accommodate varying seating arrangements. Tables are capable of accommodating groups of 6 to 8 people and can be assembled in alternative arrangements.

D2.5.2.5 Connectivity

Maximal and flexible connectivity/network infrastructure will be developed in each conference/teaching room, as well as all meeting rooms in the Abbotsford Hospital & Cancer Centre, including the following considerations:

- Telephone and computer network cabling
- Coaxial cable between rooms in the Abbotsford Hospital & Cancer Centre and to other sites to support closed circuit communication and conferencing (in particular between the auditoriums and other central conference/teaching rooms)
- The 30-seat conference room will be configured and serviced to accommodate future videoconferencing activities
- Future network 'plug and play' capability at each seat

Also refer to Output Specifications, Section 5: Design and Technical, subsection 5.3.17 Technology and Communication Systems.

D2.5.2.6 Special Requirements

Each room will be equipped with the following standard capabilities:

- PowerPoint and LCD projector
- Ceiling-mounted projection screen
- Lectern
- White board
- Lights with dimming capabilities
- Blackout capability
- Flip charts
- Permanent AV equipment retained in each room, including document cameras that project through the mounted projector

The 150-seat facility may/will also be equipped with a fixed ceiling mounted LCD projector and a lecture stand with microphone, lighting, computer, document camera, VCR, DVD, and AV controls. Double oversize doors for carts are required. Three ceiling mounted monitors and 2 LCD projectors are also required.

The 150-seat facility will also be periodically utilized by various departments/programs (i.e., spiritual care services) as a large gathering area and will be provided with dedicated storage for special furnishings, artifacts and additional chairs and tables. Design should consider this area to be separated by a folding partition so that special furnishings can be kept in their approximate locations.

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Library Services

D2.5.2.7 Entry/Security to Libraries

Provide a single entry for control reasons. Ideally the entry and activities within the libraries will be visible from staffed areas outside the component. After hours, the office area will be locked and secure access to circulating collection will be provided to staff and students. Public access will be specifically restricted.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.2.3 Security and Personal Safety.

D2.5.2.8 Environment

Provide a quiet, relaxed environment where patients, visitors, staff, students and physicians can study materials.

Sound absorptive materials and furniture will be used throughout.

The librarian's office will be provided with partial, glazed walls for visibility and security.

Workstudy tables' area will be organized to provide both quiet individual and group study areas. This area will be separated from the collection.

Provide appropriate temperature and humidity control in order to maintain library materials.

Provide regular fixed shelving (not compact shelving) in order to minimize cost and ensure user safety.

Modular fixtures and furniture and adequate electrical and cable outlets will be used to allow for flexibility in utilization as needs change.

Good ventilation will be provided to compensate for the drying and dust collecting properties of books and journals.

Provide adequate and appropriate lighting for the various activities which will occur in the library, including natural light for reading and minimal glare near computer terminals and VCR monitors.

Adequate lighting will be provided to compensate for glare created by glossy paper. High stacks can block light emitted from a given source. Permanent ceiling fixtures must be placed such that dark areas and shadows are minimized.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.5 Indoor Environmental Quality.

D2.5.2.9 Patient Education/Resource Area

A multi-media patient education/resource area within the library will be available to all patients and families. In addition to print material, the public will have access to videos, computers and other audio-visual materials related to health education. Design should allow for patients' and families' privacy.

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The education/resource area will provide health information resources including literature, videotapes and computer(s). Education sessions will be provided by staff and volunteers. A section of the area will be secured during off-hours.

D2.5.2.10 Special Technical Requirements

Floor load capacity of the Libraries must be 725 kg of “live load” per square metre to accommodate substantially larger loads imposed by library materials.

Lighting should allow flexibility in stack arrangements.

Perimeter carrel areas may require individual task lightning to maximize patron comfort.

Patron workstations and study areas will require special lighting, acoustical controls and visual screening appropriate for the type of equipment housed.

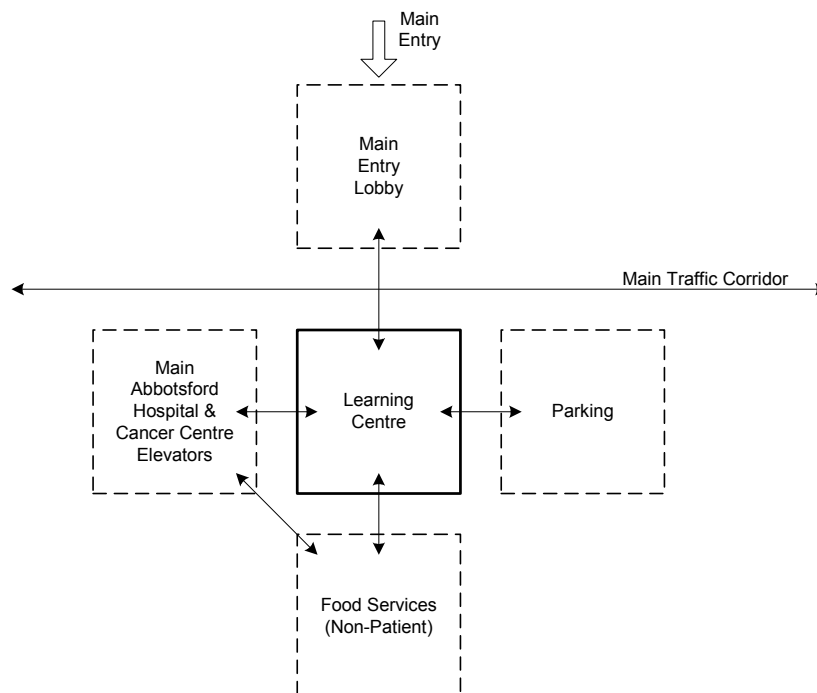
The photocopy workroom needs to be a separate, enclosed, soundproofed space with appropriate ventilation and lighting.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria; and Section 5: Design and Technical.

D2.5.2.11 Component Functional Diagrams

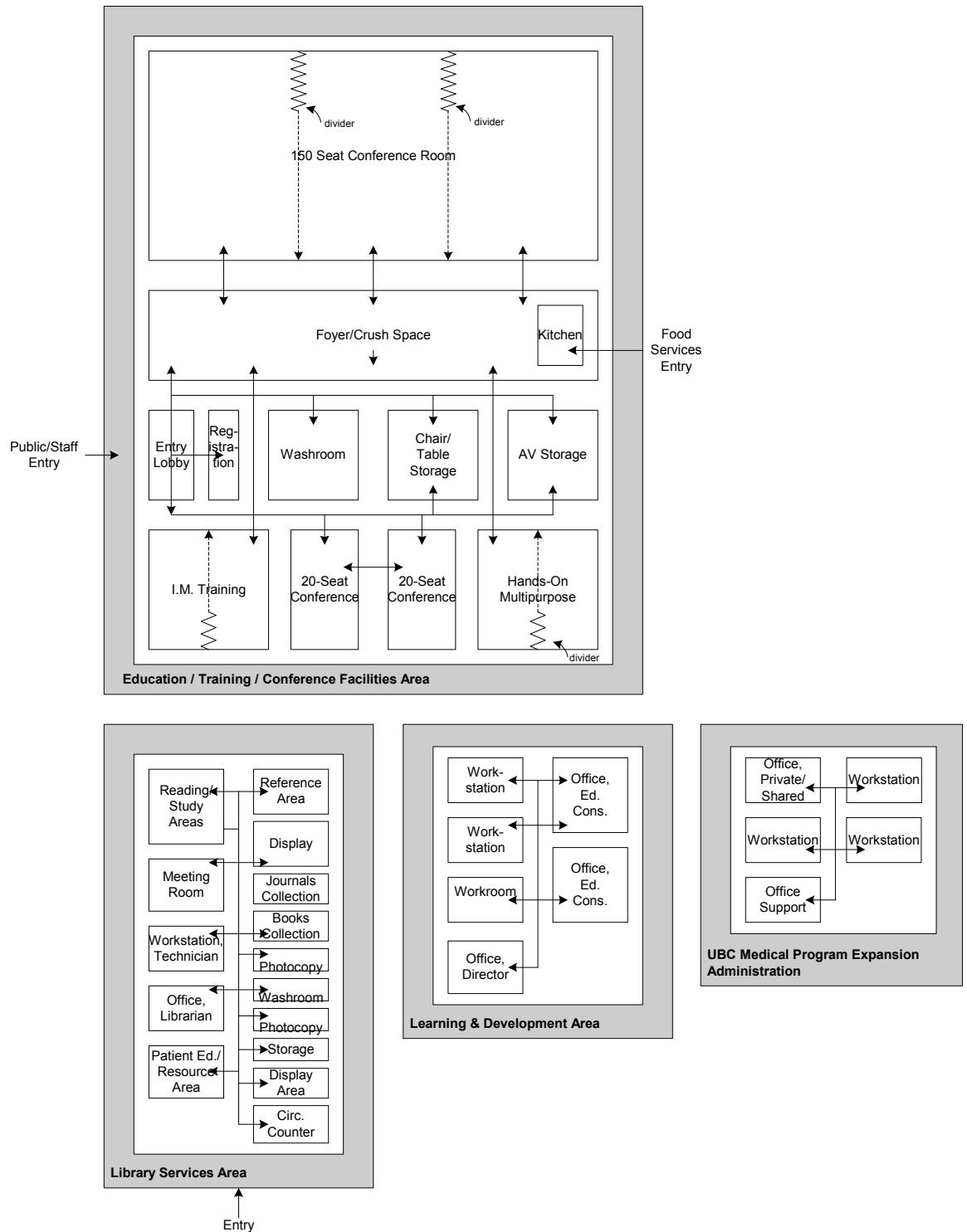
The spatial organization of this component will be generally as shown in the diagrams below.

D2.5.2.11.1 *Macro Relationship Diagram*



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D2.5.2.10.2 Macro Relationship Diagram



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D2.5.3 Schedule of Accommodation (Note: Spaces listed in parentheses () are spaces supporting services provided by Project Co and are included in the total net square metres.)

| Ref | Space | Area Requirements | | |
|-----|------------------------------------------------------|-------------------|----------|--------|
| | | units | nsm/unit | nsm |
| | <u>Education/Training/Conference Facilities Area</u> | | | |
| 01 | Foyer/Lobby/Crush Space | 1 | | 60.0 |
| 02 | Telephone Alcove | 1 | | 2.0 |
| 03 | Conference Room | 1 | | 200.0 |
| 04 | Conference Room | 2 | 30.0 | 60.0 |
| 05 | Conference Registration Alcove | 1 | | 6.0 |
| 06 | Kitchenette | 1 | | 15.0 |
| 07 | Coat Room | 1 | | 10.0 |
| 08 | Storage, Chairs and Tables | 1 | | (30.0) |
| 09 | Storage, Hospital AV | 1 | | (25.0) |
| 10 | Information Management Computer Training Room | 1 | | 56.0 |
| 11 | Storage, Teaching Supplies | 1 | | 6.0 |
| 12 | Hands-on Training/Multipurpose Room | 1 | | 60.0 |
| 13 | Storage, Equipment | 1 | | (20.0) |
| 14 | Washroom, Female, Wheelchair | 1 | | 25.0 |
| 15 | Washroom, Male, Wheelchair | 1 | | 14.0 |
| 16 | Housekeeping Closet | 1 | | (5.0) |
| | Subtotal | | | 594.0 |
| | <u>Learning and Development Area</u> | | | |
| 17 | Office, Director | 1 | | 9.0 |
| 18 | Office, Education Consultants | 2 | 9.0 | 18.0 |

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| Ref | Space | Area Requirements | | |
|-----|----------------------------------------------|-------------------|----------|-------|
| | | units | nsm/unit | nsm |
| 19 | Workstation, Assistant | 1 | | 6.0 |
| 20 | Workstation, Technician | 1 | | 6.0 |
| 21 | Office Equipment Room | 1 | | 8.0 |
| | Subtotal | | | 47.0 |
| | <u>Library Services Area</u> | | | |
| 22 | Circulation Counter | 1 | | 8.0 |
| 23 | Office, Librarian | 1 | | 9.0 |
| 24 | Workstation, Library Technician | 1 | | 6.0 |
| 25 | Photocopy/Workroom | 1 | | 10.0 |
| 26 | Information Display Area | 1 | | 4.0 |
| 27 | Patient Education/Resource Area | 1 | | 50.0 |
| 28 | Reference Area | 1 | | 6.0 |
| 29 | Display Area, Current Journals | 1 | | 20.0 |
| 30 | Collection Area, 5 yrs. Journals | 1 | | 10.0 |
| 31 | Lounge/Informal Reading Area | 1 | | 10.0 |
| 32 | Collection Area, Books/AV Materials | 1 | | 31.0 |
| 33 | Computer Stations, Library Patrons | 1 | | 13.0 |
| 34 | Computer Study Stations, UBC Medical Program | 1 | | 7.5 |
| 35 | Study Carrels, Library Patrons | 4 | 2.5 | 10.0 |
| 36 | Study Carrels, UBC Medical Program | 6 | 2.5 | 15.0 |
| 37 | Study Tables | 2 | 11.0 | 22.0 |
| 38 | Meeting/AV Room | 1 | | 12.0 |
| 39 | Storage, Equipment | 1 | | (7.5) |

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| Ref | Space | Area Requirements | | |
|-----|-----------------------------------------------------|-------------------|----------|--------------|
| | | units | nsm/unit | nsm |
| 40 | Book Trucks Holding | 1 | | 2.0 |
| 41 | Storage Room | 1 | | 6.0 |
| 42 | Washroom, Staff | 1 | | 2.5 |
| | Subtotal | | | 261.5 |
| | <u>UBC Medical Program Expansion Administration</u> | | | |
| 43 | Office, Private/Shared | 1 | | 9.0 |
| 44 | Workstation, Shared | 3 | 6.0 | 18.0 |
| 45 | Office Support Area | 1 | | 2.0 |
| | Subtotal | | | 29.0 |
| | Total | | | 931.5 |

D2.6 DESIGN GUIDANCE

Project Co shall comply with:

- Canadian Health Libraries Association (CHLA) standards (available electronically on web page: www.chla-absc.ca/english/chlapub.html)

D2.7 OTHER SPECIFICATIONS

Learning Centre services are primarily based in the Learning Centre component, however, other specifications that will be consulted are:

- A1 Ambulatory Care Centre
- D3 Main Public Facilities

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