

D3 MAIN PUBLIC FACILITIES

D3.1 SERVICE DESCRIPTION

D3.1.1 Scope of Services

This section D3 sets out the requirements for those patient and public-oriented functions generally associated with the main entry or 'front door' to the Facility to be achieved or accommodated by Project Co in providing the Works and the Services. Augmented by general circulation, it provides "mall-like" access to all major public and ambulatory care areas within the Abbotsford Hospital & Cancer Centre. The activities accommodated in this component include:

- Reception/information desk
- Main public waiting and washrooms
- Display area
- Fraser East Foundation office/donor recognition area
- Cashier
- Gift shop
- Leased retail areas
- Spiritual care services
- Human resource kiosk

The brief service description for each follows:

Reception/Information Desk provides an initial public reception and directional information service for the Abbotsford Hospital & Cancer Centre.

Main Public Waiting/Lobby, Main Public Washrooms and Display Area provides general building entry, lobby, waiting and washroom areas for general visitor use, for inpatients being admitted and for outpatients requiring registration, and which also will be used for a variety of functions that may include public health education displays/presentations (e.g., promotional displays for "heart-awareness week", "auxiliary awareness week", "community safety week", and displays from various community groups, etc.), blood donor clinics, Fraser East Foundation information, and for emergency/disaster/ triaging/accommodation purposes. It is envisaged that a touch-screen, computer-based information and self-registration kiosks will be available for patients in reception areas within the future. A bank machine and public telephones/taxi phones will also be located here.

Foundation Offices/Donor Recognition provides offices for the Fraser East Foundation, established to solicit monetary donations to the Abbotsford Hospital, accept any donations made by patients, visitor or families, and manage the allocation of these funds for capital acquisitions. Distinct donor recognition areas for FHA will be provided to recognize a list of an estimated 1,000 supporters/contributors. Innovative methods that provide flexibility yet pay tribute to donors that are integrated within the Main Public Facilities will be explored by the service provider. The area also includes an interactive video screen and display of Fraser East Foundation activities information.

Cashier's office/wicket staffed by finance for patients to settle accounts and make payments as necessary.

Gift Shop staffed by the Ladies' Auxiliary, will include the display, preparation and sale of a variety of gifts (including flowers) and other goods to patients, visitors and staff.

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Leased Retail Areas will be provided for service-oriented organizations (e.g., tax consultants, real estate agents, pharmacy, community organizations, etc.). Retail services provided by private sector service providers may include coffee shop services.

Spiritual Care Services provides spiritual care to patients, families and Abbotsford Hospital staff, and maintains effective relationships between the service and the faith communities as part of the interdisciplinary team. Staff in this area provide for the following:

- Develop and maintain spiritual care service according to recognized standards
- Provide spiritual care to patients/residents and their families, and Abbotsford Hospital and Cancer Centre staff
- Facilitate religious rites, worship services, sacraments, etc.
- Develop and coordinate a hospital-based spiritual care team
- Participate as an active member of the health care team
- Coordinate activities of visiting representatives of faith communities
- Maintain an effective liaison with palliative and hospice services
- Advocate for and participate in ethical, moral, and spiritual dimensions of patient care
- Provide in-service education and training to representatives of faith communities, hospital-based spiritual care team, and staff in the FHA communities
- Collaborate and promote spiritual care service in the community
- Evaluate spiritual care services
- Spiritual care services will serve multi-faith groups
- Spiritual care services will be available to all persons (patients/clients, significant others, and staff) as a member of the interdisciplinary care team, including trained volunteers
- Spiritual care services will be delivered using a team-based approach
- Spirituality is integral to the daily care provided at the Abbotsford Hospital and Cancer Centre

Referrals are received from health care professionals, health centre staff, community faith representatives, patient/families and others.

Patient/families may be seen at the bedside, in multi-faith rooms, or in the spiritual care offices. The spiritual care coordinator will train volunteers who provide spiritual care services throughout the building.

Human Resource Kiosk will list vacancies at the facility, provide information on applying for positions and application forms/drop-off area.

D3.1.1.1 Current Trends

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

In spiritual care services:

- *Increased use of spiritual care volunteers to provide a greater range of services to multi-faith groups.*
- *Spiritual care coordinator role is expanding to provision of service in the community (outside the walls of health centre).*

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D3.1.2 Scope of Education Services

Spiritual care services provides training resources for spiritual care interns and volunteers (up to 20 at a time).

D3.1.3 Scope of Research Services

Not applicable

D3.1.4 Specific Exclusions

This specification excludes building entry requirements provided elsewhere, including:

- The Emergency walk-in and ambulance entries for emergent patients (see section A2 Emergency)
- The after hours entry and separate non-emergent ambulance/stretchers entry (see section A2 Emergency)
- Secondary entry to the Cancer Centre in Cancer Centre General Clinic area (see section A1(e) Cancer Centre General Clinic)
- Secondary entry to the Cancer Centre in the radiation therapy area for multiple visit patients (see section A1(h) Cancer Centre Radiation Therapy)
- Volunteer workroom/lounge (see section D6 Volunteer/Auxiliary Services)
- Equipment loan/rental service (see section A2 Emergency)
- Cancer Centre (CC) Foundation Office (see section A1(b) Abbotsford Hospital Outpatient Services)

D3.2 OPERATIONAL DESCRIPTION

D3.2.1 Minimum Hours of Operation

- Main entry/lobby0700h - 2200h, 7 days/week
- Reception/information services0800h - 2200h, 7 days/week
- Leased space (retail services).....0800h - 2200h, 7 days/week
- Gift shop0800h - 2200h, 7 days/week
- Foundation offices1000h - 2000h, 7 days/week
- Visiting faith representatives and sign-in/workroom24 hours/day, 7 days per week
- Spiritual care coordinator offices0800h to 1600h, 5 days per week
- Spiritual multi-faith room24 hours/day, 7 days per week
- Counselling room.....0800h to 2200h, 7 days a week

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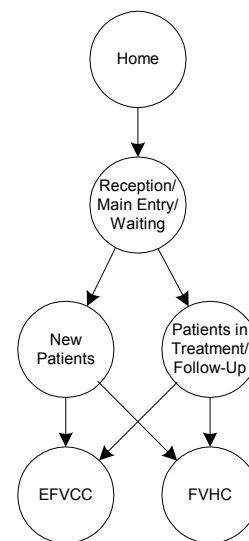
D3.2.2 Patient Management Processes

D3.2.2.1 Reception/Main Entry/Waiting

Large volumes of patients, visitors and families will be arriving at the main entry on a daily basis to attend clinics or access various services within the Abbotsford Hospital and/or Cancer Centre. To accommodate this, a full-time reception/greeter/information desk will occupy a prominent location in the main public entry. It will accommodate patient reception, information access, and a waiting area with public amenities such as pay phones and wheelchair accessible washrooms and child play stations. It is anticipated that this area will be physically related to other public amenities associated with other reception/registration functions of the functional components comprising outpatient services.

In addition, the main information/reception may/will be augmented by an electronic information board to facilitate wayfinding. This board may be duplicated at various locations along the main public circulation routes of the Abbotsford Hospital & Cancer Centre.

The reception desk will also receive small packages to be forwarded to patients. It is assumed however, that visitors will be encouraged to take flowers directly to the inpatient unit nurse station.



Patient Flow Diagram

The area will also include a cashier office, gift shop, and retail services (e.g., coffee shop) used by patients, their families and staff.

D3.2.2.2 New Inpatients

New inpatients arriving at the Abbotsford Hospital will be received at the main information/reception desk. From there, they will be directed to the Registration area in Information Management where they will be registered by Registration staff and directed to the appropriate area from which they are to receive treatment. If they are unable to find their own way, a volunteer porter will assist them.

D3.2.2.3 New Outpatients (Hospital)

New outpatients attending Abbotsford Hospital clinics or arriving for surgical/general day care will arrive at the main information/reception desk. From there, patients will be directed to the Registration area in Information Management or care area in the outpatient services area depending on clerical support and degree of decentralization of registration.

D3.2.2.4 New Cancer Patients (Cancer Centre)

New cancer patients arriving for treatment or attending clinics will arrive at the main information/reception desk. From there, they will be directed to the appropriate area within the Cancer Centre. Cancer patients will be pre-registered in the BCCA CAIS scheduler system. Their visit registration (check-in) will be completed at the specific Cancer Centre clinic.

D3.2.2.5 Patients Arriving by Ambulance

Patients arriving by ambulance on stretchers for outpatient services will be taken to a separate covered drop-off area for convenient access to the Abbotsford Hospital & Cancer Centre and other diagnostic and treatment services from where they will be portered to a stretcher bay area in the clinic area. Once there, RNs will monitor the patient's condition.

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D3.2.2.6 Night Time Access

Patients, and families arriving at night will access the after hours entry adjacent to the Emergency entrance, however, this will be controlled by Project Co as part of the Protection Services to be provided pursuant to Service Category E9 and not by Emergency reception/triage.

D3.2.3 **Patient Information Management**

Registration may either be located close to the main entrance or closer to the areas served (i.e., Inpatient Units and Surgical Day Care). (See component D1 Information Management).

Also refer to Output Specifications, Section 3: Non-Clinical Services, subsection D1 Information Management; Section 5: Design and Technical, subsection 5.3.17 Technology and Communication Systems; and Section 6: IT/Tel Services.

D3.2.4 **Staff Work Processes**

D3.2.4.1 Central Information/Reception

Staff located at the main entry area of this component will receive all patients, families and visitors and then direct them to the appropriate area. The reception will also be supported by volunteers.

D3.2.4.2 Foundation Services

Staff located in the satellite offices in this component will solicit monetary donations to the Abbotsford Hospital and accept any donations made by patients, visitors or families.

D3.2.4.3 Spiritual Care Services Consultation

Staff will provide spiritual care to patient, family members or staff by visiting them on the inpatient unit, at bedside, in multi-faith rooms, or in the spiritual care offices. Spiritual care services includes provision of multi-faith rooms associated with the spiritual counselling activities and will provide office accommodation for the spiritual care coordinator.

D3.2.5 **Materiel Services**

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

D3.2.6 **Linen/Housekeeping Services**

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

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D3.2.7 Equipment Asset Management

Equipment storage space will be provided within the main entry for frequent use items (e.g., wheelchairs).

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

D3.3 ACTIVITY INDICATORS

The table below summarized the projected activity for the Main Public Facilities, which must be addressed by Project Co in performing the Works and the Services.

D3.3.1 Hospital Activity

Unit	Minimum Projected Yearly Activity
Spiritual Care Visits	1,500
Counsellor Interventions	400
Training Visiting Faith Groups & Volunteers	15

D3.3.2 Cancer Centre Activity *(Incl. in Hospital Activity above)*

D3.4 PEOPLE REQUIREMENTS

This component will have a total staff complement in the range of 9 FTE, consisting of 2 receptionists, 3 cashier/clerks, 1 Fraser East Foundation development officer, 1 Fraser East volunteer coordinator, 3 to 4 volunteers, 1 spiritual care coordinator and 1 spiritual services clerk.

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

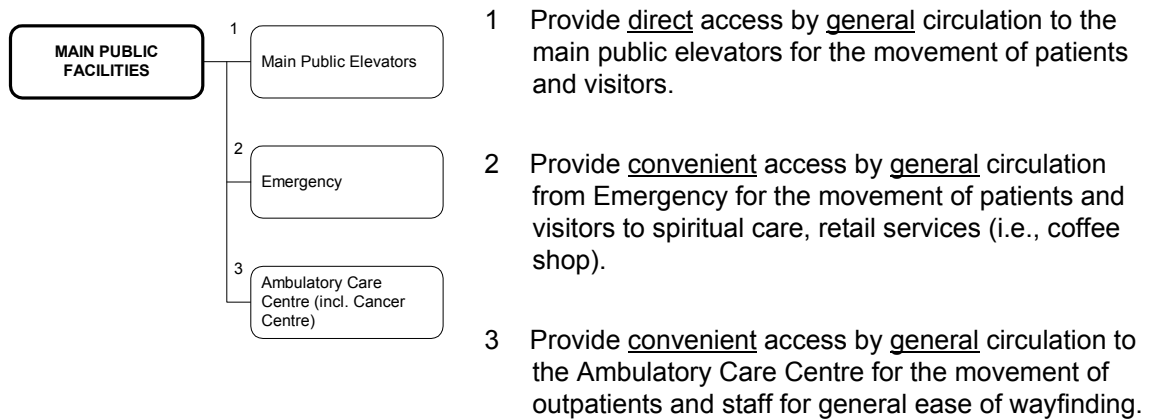
Functional Areas	Patients	Staff	Visitors	Others	Total
Main Entry/Lobby	15-20	11-18	4-7	2-4	32-49
Gift Shop	3-5	1-2	3-5	1-2	8-14
Spiritual Care Office Area	1	2	2-4	-	4-6
Multi-Faith Room	-	-	-	-	30
Leased Retail Space	<i>To be determined by service provider</i>				

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D3.5 DESIGN CRITERIA

D3.5.1 Key External Relationships

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



Note: Provide direct external access to this area from parking and the main entry.

D3.5.2 Key Internal Relationships/ Environmental Considerations

The following will be achieved:

D3.5.2.1 Wayfinding

The Main Public Facilities should lead easily and directly to the main public circulation routes in the Abbotsford Hospital & Cancer Centre (both horizontal and vertical). Ideally the main public elevators, serving inpatient areas and other high use areas, will be visible from the main entry lobby.

Also, the main horizontal circulation route(s) to as many destinations as possible will be straight, direct and short. “Curved” routes are acceptable and are desirable in some cases (e.g., when a corridor is extremely long). Right-angle turns are difficult and mitigate against ease of wayfinding, and can cause great confusion for users, especially first-time users and will be avoided.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.4.3 Signage and Wayfinding.

D3.5.2.2 This number not used

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D3.5.2.3 Main Entry/Lobby

The main entry of this component is the primary patient/visitor focal point of the Abbotsford Hospital and Cancer Centre and it should serve as a reference point for all users. It is the first space experienced by most visitors and patients and, therefore, should provide a strong image, sense of arrival, and departure with adequate signage to clearly identify the main entry.

Patients and visitors entering the Abbotsford Hospital or Cancer Centre may be disoriented or anxious and many will be older patients who may have diminished cognitive and physical abilities. Every effort will be made to minimize the potentially intimidating nature of the Abbotsford Hospital & Cancer Centre setting. Highly technical areas will be visually and acoustically isolated. Patients, visitors and staff should perceive the environment as open, welcoming and of appropriate scale, rather than regimented and intimidating.

Waiting seats will be arranged in clusters and alcoves and be of varying types and sizes, ranging from chairs to benches to provide the opportunity of grouping of patients, or patients and families to have conversation with a sense of privacy versus a waiting area with chairs lined up in rows.

Windows in the waiting area that open to distant vistas, or landscaped courts will contribute to a pleasant, soothing environment.

A general image of public accessibility will be provided which will be enhanced through the provision of familiar “retail or mall type” space; by encouraging public use of the coffee and gift shops; and by the provision of a single “front door” focal point. An entry vestibule will be provided with a snow grate.

Provide for the visual connection between the staff members in information area and the main entry and waiting areas.

D3.5.2.4 Display Area

The display area will be easily visible from the main entry and be located to encourage visitors/passers-by to “stop and look”. Adequate space for a wide variety of functions will be provided. A work/set-up/storage space will be provided close by.

D3.5.2.5 Coffee Shop

Provide separate staff access to the storage/preparation area of the coffee shop for the delivery of food carts and other supplies and removal of refuse.

The servery storage and dishwashing areas will be secure during off-hours, while permitting continued use of vending and seating areas. The same enclosure mechanism as provided for the gift shop could be used to ensure design continuity.

Provide for proper acoustic separation between the kitchen and seating areas by use of sound-deadening devices where practical.

Access by patients in wheelchairs will be possible through the use of single-pedestal tables.

Provide for a maximum of self-service and for self-bussing of trays to a soiled-tray return area adjacent to exit points.

Provide for a clear uni-directional flow of customers through the component, including the separation of entry and exit.

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Provide adequate lighting over food areas, and incandescent lighting in display areas.

Provide non-skid surface, impervious to moisture and grease, resistant to solvents, durable and able to withstand heavy wear and permit easy movement of heavy equipment. Wall finishes will be washable, hard, smooth, and impervious.

The coffee shop will be convenient to all patients in the waiting area but somewhat removed from seating areas so that waiting patients who may get nauseated from food odours are not disturbed.

D3.5.2.6 Gift Shop

Goods for sale in the gift shop should have maximum display and accessibility to customers, such that a minimum of time is required in service by volunteer staff.

Provide security through surveillance in the gift shop area. The use of glass and openness in planning will be important to create maximum visibility.

D3.5.2.7 Fraser East Foundation Offices

Provide the Abbotsford Hospital Foundation offices with a highly visible image through signage (visible by patients/visitors) from public circulation for ease of patient/family access and identification and to increase the public awareness of the role of the Foundation and its fundraising activities.

D3.5.2.8 General

The spatial layout should maximize the potential for flexibility in use and for future change.

Provide a pleasant environment through the use of colour, attractive finishes and furnishings, incandescent lighting, plants, effective ventilation and good signage. Provide for a maximum of natural light and exterior views.

Highly-visible, easily-read graphic signage will be provided to give directions for access to all areas of the Abbotsford Hospital and Cancer Centre. A directory will be prominently located that graphically illustrates the location of all major AHCC activities.

Ensure that functional spaces adjacent to external entrances are draft-free, by means of appropriate lobby design.

Ensure that all patient-occupied spaces are designed for disabled access and assistance by nursing staff.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsections 1.2.3.3 Flexibility and Expandability and 1.2.5 Indoor Environmental Quality.

D3.5.2.9 Parking

The designated patient/visitor parking area in the AHCC parking structure will be monitored to ensure proper usage and will be:

- Provide video surveillance and alarm assistance call system at five locations
- Convenient to the main entrance
- Have short-term parking space at the entry for patient drop-off and pick-up
- Have handicap parking bays adjacent to the main entrance and outpatient services

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D3.5.2.10 Automatic Door

Maintain automatic doors at the main entry but arrange to prevent drafts from entering the building.

D3.5.2.11 Accessibility for Persons with Disabilities

All areas of the AHCC will be wheelchair accessible.

The arrangement of seating in the waiting area should allow for open space for patients in wheelchairs.

Also refer to Output Specifications, Section 1: Key Site and Building Design Criteria, subsection 1.2.4.7 Design Standards for the Disabled.

D3.5.2.12 Access for Spiritual Care Services

The counselling room will be provided with direct access from both the corridor and from the office area.

D3.5.2.13 Spiritual Care Services Environment

The emotional state of patients and family members will receive special consideration in design. The environment will be quiet and comfortable to ease tensions. A therapeutic healing garden on the outside will be made available for patients, families and visitors. Acoustic and visual privacy is a high priority in the offices and counselling room areas. Create a sense of openness to the potential visitor, to encourage entry and use of services.

D3.5.2.14 Multi-Faith Room

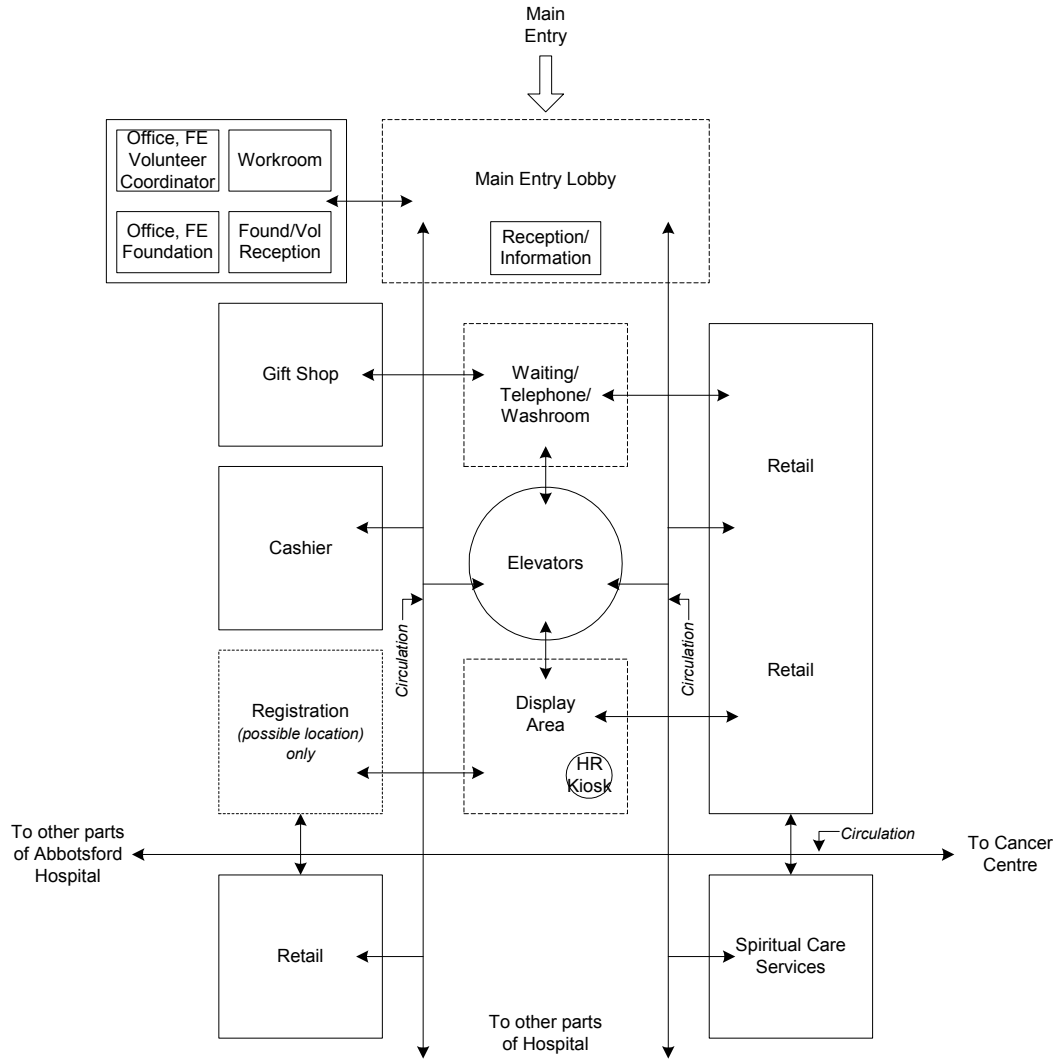
Requires comfortable, stacking chairs with an adjacent small storage room for special furnishings when not in use (e.g., altar, lectern, rehal, portable dias, etc.). The room is multi-faith and will be welcoming to all. The room will be acoustically private, lighting will be dimmable, a sound system for recorded music will be included, and a natural light source is very desirable.

Some artistic interpretation of space, peaceful, concurrent with purpose, in a circular or oval shape. Constructed in natural woods in light colors, carpeted floors, with multiple points of access.

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D3.5.2.15 Component Functional Diagrams

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



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D3.5.3 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>Main Entry/Lobby Area</u>			
	Entry Vestibule			0 ¹
01	Wheelchair Holding Area	1		8.0
02	Reception/Information Desk	1		13.5
03	Cashier	1		12.0
04	Waiting Area	1		20.0
05	Child Play Area	1		10.0
06	Display Area	1		15.0
07	Workroom/Storage	1		10.0
08	Human Resource Kiosk	1		6.0
09	Public Telephones	1		6.0
10	Taxi Telephone	1		6.0
11	ATM Machine	1		2.0
12	Foundation/Volunteer Reception/Workstation	1		9.0
13	Foundation Workroom	1		8.0
14	Office, Fraser East Volunteer Coordinator	1		9.0
15	Office, Fraser East Foundation Development Officer	2	9.0	18.0
16	Washroom, Public, Male	1		15.0
17	Washroom, Public, Female	1		15.0
18	Housekeeping Closet	1		(5.0)
	Subtotal			187.5

¹ Space counted in grossing factor.

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Ref	Space	Area Requirements		
		units	nsm/unit	nsm
	<u>Gift Shop</u>			
	Sales Area	1		43.0
	Storage Room	1		8.0
	Subtotal			51.0
	<u>Spiritual Care Services</u>			
	Office Area			
19	Foyer/Clerical	1		8.0
20	Office, Spiritual Care Coordinator	1		10.0
21	Counseling Room	1		15.0
	Multi-Faith Room			
22	Multi-Faith Room	1		42.0
23	Storage, Equipment/Chairs	1		(6.0)
24	Large Gathering Area			0 ²
	Subtotal			81.0
	<u>Leased Retail Space</u>			
	Leased Space			0 ³
	Total			319.5

D3.6 DESIGN GUIDANCE

None

² See D2 Learning Centre.

³ Space to be determined by Project Co.

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D3.7 OTHER SPECIFICATIONS

Main public facilities are primarily based in the Main Public Facilities, however, other specifications that will be consulted are:

- A1(e) Cancer Centre General Clinic
- A1(h) Cancer Centre Radiation Therapy
- A2 Emergency
- D5 Staff Facilities
- D6 Volunteer/Auxiliary Services