

Appendix 1B

Functional Program and Clinical Specification

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Functional Program and Clinical Specification

Valleyview Project
Appendix 1B Functional Program and Clinical Specifications
Design-Build Agreement
EXECUTION COPY

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1.0 INTRODUCTION AND SUMMARY

1. INTRODUCTION AND SUMMARY

This Functional Program and Clinical Specification provides a statement of facility requirements for the Provincial Assessment Centre (PAC) operated by Community Living British Columbia and the Maples Program operated by the Ministry of Children and Family Development services, along with a review of projected services and staffing.

STRATEGIC GOALS

Strategic goals, including an organization's mission and vision, help to guide overall project outcomes. The following strategic planning information is provided for reference.

Provincial Assessment Centre

Supporting the broad vision of Community Living British Columbia (CLBC), "Good lives in welcoming communities," PAC brings expertise to high risk, multiple barrier, complex situations. The PAC vision statement is "FINDING SOLUTIONS FOR GOOD LIVES".

The PAC Vision Statement incorporates the following values:

- *Supporting quality of life through understanding capabilities;*
- *Removing barriers to understanding; and*
- *Providing resources and tools to support good lives in welcoming communities.*

PAC Mission

- *To complete a multidisciplinary assessment to understand a person's strengths and capabilities to facilitate a realistic level of function and support within the community.*
- *The assessment process includes:*
 - *Providing specialized, multidisciplinary care,*
 - *Utilizing evidence-based practice,*
 - *Using a developmental approach,*
 - *Understanding capability and capacity,*
 - *Clarifying the expectation of individuals and their caregivers,*
 - *Defining and promoting realistic, achievable function, and*
 - *Building continuity of care.*

Maples Adolescent Treatment Centre (Maples)

The Maples Adolescent Treatment Centre is part of the Ministry of Children and Family Development's array of services. The following

goals, objectives and strategies found in the 2014/15 – 2016/17 Service Plan relate specifically to Maples.

Goal 1: Improved outcomes for children, youth and families through accessible, safe and appropriate services.

Objective 1.3: Child and Youth Mental Health Services (CYMH)

Mental health services for children and youth will be accessible and effective.

Objective 1.4: Child Safety, Family Support and Children in Care Services

Children and youth will grow up in safe, stable environments that promote permanency and meet their emotional, cultural and developmental needs.

Strategies

Provide resources and support for working with children and youth with complex care needs.

Objective 1.6: Youth Justice Services:

Youth who are in conflict with the law or who have significant psychiatric and behavioural difficulties will be supported through an integrated, multidisciplinary trauma informed approach.

Strategies

Continue to implement trauma informed practices that are gender sensitive, culturally responsive, engage families and communities, and focus on teaching youth self-management skills.

The Functional Program and Clinical Specification document is organized into two main sections:

General Planning Criteria:

These describe the clinical flow, interior features, operational concepts, building systems and exterior features generally relevant to the project;

Component Planning Criteria:

This section includes specific information related to each of the 13 functional components that comprise the project. These describe

activities, staffing, design criteria and space requirements for each functional component of the Facility.

The following briefly summarizes each of the functional components:

1. Entrance and Meeting Facility – Accommodates the main entrance to the Facility and meeting and training spaces.
2. Provincial Assessment Centre (PAC) – is a self-contained component with its own secure admissions area, entrance and administration area, secure program support spaces, and is one of the five neighbourhoods with staff support spaces, a secure 10-bed living unit, and outdoor client and staff areas.
3. Maples Administration – as part of the Administrative Zone, will accommodate the main reception and administrative functions of Maples.
4. Maples Connect, Bifröst, and Outreach Programs – as part of the Administrative Zone, will accommodate office and support spaces for four Maples Programs: Connect, Bifröst, Outreach, and Non-Residential Care Planning, which are based in the facility, but typically provide services in the general community.
5. Maples General Program Support and Staff Facility – as part of the Administrative Zone, will accommodate general office support and record keeping functions and break and recreational activities that support staff in all Maples programs.
6. Maples Clinical Support – as part of the Administrative Zone, will accommodate the office environment for professional staff responsible for the applied clinical and case management activities involved with all programs operated by Maples. The component accommodates space for program admissions, individuals and families visiting residential clients or consulting with care providers and physicians, offices for staff clinical care workers and visiting consultants, as well as space for psychological testing and records storage.
7. Maples Education Program – as part of the Education Zone, will accommodate on-site administration support, client assessment, and instructional activities facilities for Maples. The Maples Secondary School Provincial Resource Program is part of the Province-wide Instructional Resource Program

funded by the Ministry of Education and will serve 20-25 students, aged 12-17, who are participating in the Maples residential and non-residential programs.

8. Shared Programs – as part of the Recreation Zone, will accommodate recreational facilities that provide general support for both non-residential and residential social and education programs.
9. Response Program – this eight bed neighbourhood provides assessments for youth at risk, from ages 12 to 16, from anywhere in British Columbia. The program and the component accommodate both on-site residential and non-residential clients.
10. Maples Dala Program – this six bed neighbourhood will accommodate a residential treatment program for youth from anywhere in British Columbia, from ages 12 to 17, with formal disorders of thought or affect, or anxiety disorders.
11. Maples Crossroads Program – this eight bed neighbourhood admits adolescents with complicated clinical and behavioural issues in a secure 90-day residential program. Residents are admitted under the Mental Health Act. Crossroads also admits adolescents who have been found Unfit to Stand Trial or Not Criminally Responsible by Reason of a Mental Disorder and who are required to be in a designated facility for youth (designated as Forensic). The length of stay of clients in the Crossroads Forensics program is determined in conjunction with the BC Review Board. Forensic clients may stay up to the age of 19 years.
12. Complex Care Unit/Program (CCU) – this six bed neighbourhood will be specifically designed to meet the needs of children and youth in care with complex care needs. The CCU will serve children and youth between the ages of 7 and 18 and will provide a comprehensive suite of therapeutic services. It is a short term treatment and intervention plan focused program, with an intended length of stay between three and nine months.
13. General Building Service – will accommodate those services required to ensure the practical and secure operation of the building and building systems, as well as the logistics support

required to move supplies and materials in and out of the building.

**FUNCTIONAL PROGRAM
AND CLINICAL
SPECIFICATION
SUMMARY**

The following tables provide information for each component of the proposed Facility:

**TABLE 1: GENERAL PROGRAM PROFILES - COMPARISON SUMMARY OF THE
NEIGHBOURHOODS BY KEY FACTORS**

Unit	Client Age Range	Client Profile	Entry	Length of Stay	Education Program
Provincial Assessment Centre	14 to adult	Developmental Disability + Mental illness or behavioural issue	Involuntary	90 day	No
The Maples					
Response Program	12 to 18	Behavioural Issues	Voluntary	30 day	Yes
Dala Program	12 to 18	Internalizing Symptoms	Voluntary	90 day	Yes
Crossroads Program	12 to 19	Severe Conduct Disorder or Psychiatric Disorder requiring a secure setting, including <u>Crossroads Forensic clients</u> : Unfit to Stand Trial or Not Criminally Responsible Due to Mental Disorder	Voluntary/ Involuntary	90 days/ Variable	Yes
Complex Care Unit	7 to 18	Behavioural, developmental, trauma related as well as psychiatric difficulties	Voluntary	9 month	Yes, embedded

Table 2 includes a summary of staff Full Time Equivalent (FTEs), excluding contract positions, for each component, as well as headcount. Headcount includes staff, contract positions, clients and visitors. It is provided for planning purposes only.

TABLE 2: STAFFING AND OCCUPANCY SUMMARY

Components	Staff FTE	Head Count
1. Entrance and Meeting Facility	-	196
2. Provincial Assessment Centre	34.5	45
3. Maples Administration	14.0	48
4. Maples Connect, Bifröst, & Outreach Programs	20.5	31
5. Maples General Program Support & Staff Facility	-	22
6. Maples Clinical Support	12.5	40
7. Maples Education Program	-	35
8. Shared Programs	4.0	77

Components	Staff FTE	Head Count
9. Response Program	21.0	19
10. Maples Dala Program	19.0	17
11. Maples Crossroads Program	21.0	22
12. Complex Care Unit	26.5	20
13. General Building Services	1.0	5
Total	174.0	

Note: The estimated maximum occupancy for the Facility is 327 people.

Table 3 provides a summary of area requirements for the New Valleyview Building. The table includes, for each component, net areas, measured in net square metres.

TABLE 3: SPACE SUMMARY

Components	Net Area (NSM)
1. Entrance and Meeting Facility	536.0
2. Provincial Assessment Centre	1,107.1
3. Maples Administration	288.4
4. Maples Connect, Bifröst, & Outreach Programs	299.2
5. Maples General Program Support & Staff Facility	146.8
6. Maples Clinical Support	306.2
7. Maples Education Program	458.9
8. Shared Programs	1,038.2
9. Response Program	477.4
10. Maples Dala Program	436.7
11. Maples Crossroads Program	484.8
12. Complex Care Unit	551.0
13. General Building Services	204.9
Total	6,335.6

2.0 GENERAL PLANNING CRITERIA

INTRODUCTION

The General Planning Criteria is the product of background documentation, consultant research, and discussions with the client team. It reflects holistic evidence-based practices drawn from various mental health disciplines. The criteria are intended to lead to better family and community understanding of adolescents, proactive treatment, de-stigmatization mental illness, and eventual re-integration into the community.

The General Planning Criteria section is organized as follows:

1. **Clinical Flows**, identifying basic concepts of client, and care team movement through clinical services and program activities;
2. **Safety**, identifying basic concepts that ensure client and staff safety;
3. **Architectural and Interior Features**, identifying concepts relevant to general configuration and quality of interior spaces;
4. **Operational Concepts**, identifying basic concepts of support services and building maintenance activities; and
5. **Exterior Features**, identifying how the facility should be integrated with its surroundings.

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1. CLINICAL FLOWS

The following are basic concepts around client and care team movement through clinical services and program activities with a brief introduction to the client profiles.

Client Gender Ratio

The gender ratio in all programs will vary over time; it will be necessary to be able to internally zone and separate, as possible, male and female rooms.

Client Flows - PAC

- 2.1.1 Residential clients may be admitted through a secure intake area, where staff members will give them a preliminary assessment before they are accompanied to the unit.
- 2.1.2 Residential clients will be assigned to single-occupancy rooms.
- 2.1.3 Clients will have access to adjacent staff supervised program spaces.
- 2.1.4 Clients may be placed in Secure Rooms, if required.
- 2.1.5 Clients will have access to common areas on the unit, including client lounge, and activity rooms.
- 2.1.6 Clients will have access to gender-designated single occupancy washrooms with toilet and sink.
- 2.1.7 Clients will have access to bath and shower rooms.
- 2.1.8 Clients will have access to a delineated outdoor play area. Staff will monitor activities.
- 2.1.9 Meals will be served on a set schedule in a communal dining area on each living unit.
- 2.1.10 Clinical staff will perform assessments and treatment activities in Interview Rooms and activity rooms. As appropriate, sessions may include family members.
- 2.1.11 Minor medical procedures, such as minor wound care, will be completed on-site in an Office Doctor/Consultation Room, Medication Room and First Aid Room. For complex medical care and dental services, clients will require transfer to a

hospital or dental facility. Clients will leave and return to the unit through the main facility entrance.

Client Flows – Maples

- 2.1.12 Residential clients will be assigned to single-occupancy rooms.
- 2.1.13 Clients will have access to adjacent staff supervised program spaces.
- 2.1.14 Clients may be placed in Secure Rooms, if required.
- 2.1.15 Clients will have access to common areas on the unit, including client lounge, and activity rooms.
- 2.1.16 Clients will have access to ensuite washrooms with shower, toilet and sink.
- 2.1.17 Clients will have access to Shared Programs spaces for both programmed and unprogrammed activities.
- 2.1.18 Clients, with the exception of Crossroads Forensic clients, will have independent access to exterior space and will be free to leave and return to the facility.
- 2.1.19 Clients of the Complex Care Unit will have access to a delineated outdoor play area. Staff will monitor activities.
- 2.1.20 Crossroads Forensic clients will have access to a secure external courtyard for recreational activities and general access to the out-of-doors. Staff will monitor activities.
- 2.1.21 Meals will be served on a set schedule in a communal dining area on each living unit.
- 2.1.22 In exceptional cases, meals may be served to a client in his or her room.
- 2.1.23 Clients may prepare limited meals and snacks under supervision in facilities provided in program space.
- 2.1.24 Non-residential clients will enter and leave the facility on a scheduled basis to attend designated programs.
- 2.1.25 Clinical staff will perform assessments and treatment activities in Interview Rooms and activity rooms. As appropriate, sessions may include family members.

- 2.1.26 Minor medical procedures, such as minor wound care, will be completed on-site in the Medical Room. For complex medical care and dental services, clients will be transferred to a hospital or dental facility. Clients will leave and return to the unit through the main facility entrance.

Family and Visitor Flows – PAC

- 2.1.27 Family members and visitors will be able to visit clients during scheduled visiting times, i.e., non-treatment times.
- 2.1.28 Family members and visitors will arrive at the PAC entrance through the main entrance of the Facility. Reception will notify unit staff that a client visitor has arrived and a designated unit staff member will go to Reception to escort the visitor to the unit.
- 2.1.29 Family members and visitors will see residents in the Visitor's Lounge.

Family and Visitor Flows – Maples

- 2.1.30 Family members and visitors will be able to visit clients during scheduled visiting times, i.e., non-treatment times.
- 2.1.31 Family members and visitors will arrive at the Maples or CCU entrance and reception. Reception will notify unit staff that a client visitor has arrived and a designated unit staff member will go to Reception to escort the visitor to the unit.
- 2.1.32 Family members and visitors will visit in common spaces. Visitors may also be allowed to see clients in their rooms.

Care Team and Support Staff Flows

- 2.1.33 Staff will have card access to the Facility and unit.
- 2.1.34 Nurses, Child Care Counsellors and allied health staff will move throughout the client zones, interacting with clients during the day and evening shifts.
- 2.1.35 Staff will access staff-only zones, such as the Care Team Station, from client zones.

- 2.1.36 Care Team Stations will be positioned to provide maximum sightlines of the client zone; CCTV monitors will display client zone activities (subject to a privacy review).
- 2.1.37 Staff zones will be secured and inaccessible to clients.
- 2.1.38 Staff will store personal belongings in the staff facilities provided and will use staff Washroom/Change Rooms to shower and change clothing.
- 2.1.39 Interview Rooms will be multipurpose in nature and may be used for family or case conferences, or clinical activities.
- 2.1.40 Staff will see clients in designated Interview Rooms. These rooms will have an alternate means of egress in case of confrontations and/or emergencies.
- 2.1.41 Clinical staff will access activity storage areas frequently to retrieve equipment and supplies for group treatment and outdoor activities.

Pharmacy/Medications Flow

- 2.1.42 Medications will be delivered to the Facility daily from a pharmacy or provincial distribution centre, and will be received by a designated staff person at the main entrance or service access. First doses and non-oral medications will be delivered directly from the pharmacy. Regularly scheduled oral medications will be delivered daily from the Product Distribution Centre, and will be packaged in a multi-dose unit dose format.
- 2.1.43 Received stocks will be delivered to the Medication Room (PAC) or Medical Rooms on each unit where they will be stored securely in fridges, cupboards.
- 2.1.44 Narcotics, ward stock and after-hours medications will be accessible in medication cabinets (double locking for controlled drugs), which will be located in the Medication Room or Medical Room on each unit.
- 2.1.45 Unit nursing staff will take medications to the client.

2. SAFETY

- 2.2.1 Many clients are coping with serious behavioural and adjustment challenges; they may be highly anxious and physically uncertain; safe mobility will be essential. Sensory, perceptual and physical sensitivities shall be accommodated. Specific criteria shall include:
 - 2.2.1.a non-glare and non-slip flooring;
 - 2.2.1.b ease of access to all client-use space; and
 - 2.2.1.c barrier-free and obstacle free corridors.
- 2.2.2 General safety criteria shall include the following:
 - 2.2.2.a staff visual surveillance of all unit entrances and exits;
 - 2.2.2.b a balance of client privacy and staff surveillance;
 - 2.2.2.c alternative egress from contained areas in the event of aggressive behaviour;
 - 2.2.2.d bedroom ceilings systems that do not allow client access, modification and/or vandalism;
 - 2.2.2.e staff access to client bathrooms if necessary even if they are locked from inside; and
 - 2.2.2.f ensuite bathrooms, where provided, that are lockable from the exterior by staff.
- 2.2.3 All staff will be trained in verbal and physical interventions and techniques and code white techniques to prevent, de-escalate and intervene in situations involving aggressive behaviour.
- 2.2.4 As necessary, a contracted security service may be called. In extreme situations, 911 will be called to request police assistance for 'an assault in progress'.
- 2.2.5 Security guards will be on-site at all times, with one guard stationed at the entrance and others providing roaming services.
- 2.2.6 Client room doors shall be alarmed to trigger an alert at the Care Team Station when a client leaves the room.

- 2.2.7 Security against theft is essential: clients may check personal belongings for safekeeping at any time; clients shall be provided with lockable wardrobes, drawers and/or cabinet units.
- 2.2.8 Hiding places for contraband should be avoided in all areas frequented by clients.
- 2.2.9 Secure Rooms shall be designed in accordance with safety specifications outlined by the latest Ministry of Health Provincial Quality, Health & Safety Standards and Guidelines for Secure Rooms.
- 2.2.10 To avoid accidents, or deliberate use of items for weapons or suicide, all materials and fixtures must include:
 - 2.2.10.a secure and unbreakable windows and mirrors; operable windows with security features that preclude egress and passing of contraband;
 - 2.2.10.b secure windows and outside railings to prevent falling or jumping;
 - 2.2.10.c light fixtures, ceilings, door handles, clothing hooks, window coverings, electric cords and outlets, and bathroom grab bars designed so they cannot be used as ligature points for self-harm, or as weapons;
 - 2.2.10.d lockable cupboards and drawers to secure dangerous items;
 - 2.2.10.e secure medications, cleaning, and medical supplies;
 - 2.2.10.f dual swing doors that preclude barricading by clients; and
 - 2.2.10.g and exclude protrusions, nooks, and crannies that may conceal inappropriate activity.

3. ARCHITECTURAL & INTERIOR FEATURES

a) Spatial Character

The spatial character requires consistent multi-functional integration of the following:

- 2.3.a)1 features of a non-institutional residential environment;
- 2.3.a)2 features of a secure health care environment;
- 2.3.a)3 features of a public agency/office environment; and
- 2.3.a)4 features reflective of local First Nations traditions.

Significantly, the character of the internal space plays a major role in establishing and maintaining the comfort, stability, and safety of the client population, as follows:

- 2.3.a)5 clients may be frequently disoriented and/or self-absorbed, and easily intimidated and/or startled by their surroundings;
- 2.3.a)6 clients may be highly territorial and protective of their personal space;
- 2.3.a)7 they will require space configurations, sightlines, and visible destinations that provide the opportunity to move safely and predictably in proximity to others;
- 2.3.a)8 they will be extremely sensitive to visual and acoustic overstimulation;
- 2.3.a)9 they will be susceptible to destabilization via exposure to unpredictable social situations;
- 2.3.a)10 they will seek to establish a level of personal comfort based on a secure experience of communal group activity and the opportunity for private withdrawal when needed; and
- 2.3.a)11 they will need to see where staff are located and where assistance may be readily available.

b) Space Types

The buildings will consist of:

- 2.3.b)1 Health Care/Residential space occupied by clients and clinical staff (approximately 65% of the space);
- 2.3.b)2 Program related support spaces occupied by visitors and/or staff, (approximately 20% of the space); and
- 2.3.b)3 General support space occupied by staff (approximately 15% of the space).

c) Functional Groupings

Functional groupings will reflect the interactions of visitors, clients, and clinical and support staff.

A key determinant in the grouping of space types will be the patterns of resident/client movement, and the resulting security thresholds required between points of origin and destination.

Generally, resident/client movement paths shall be as short and as direct as possible.

d) General Organizational Concepts

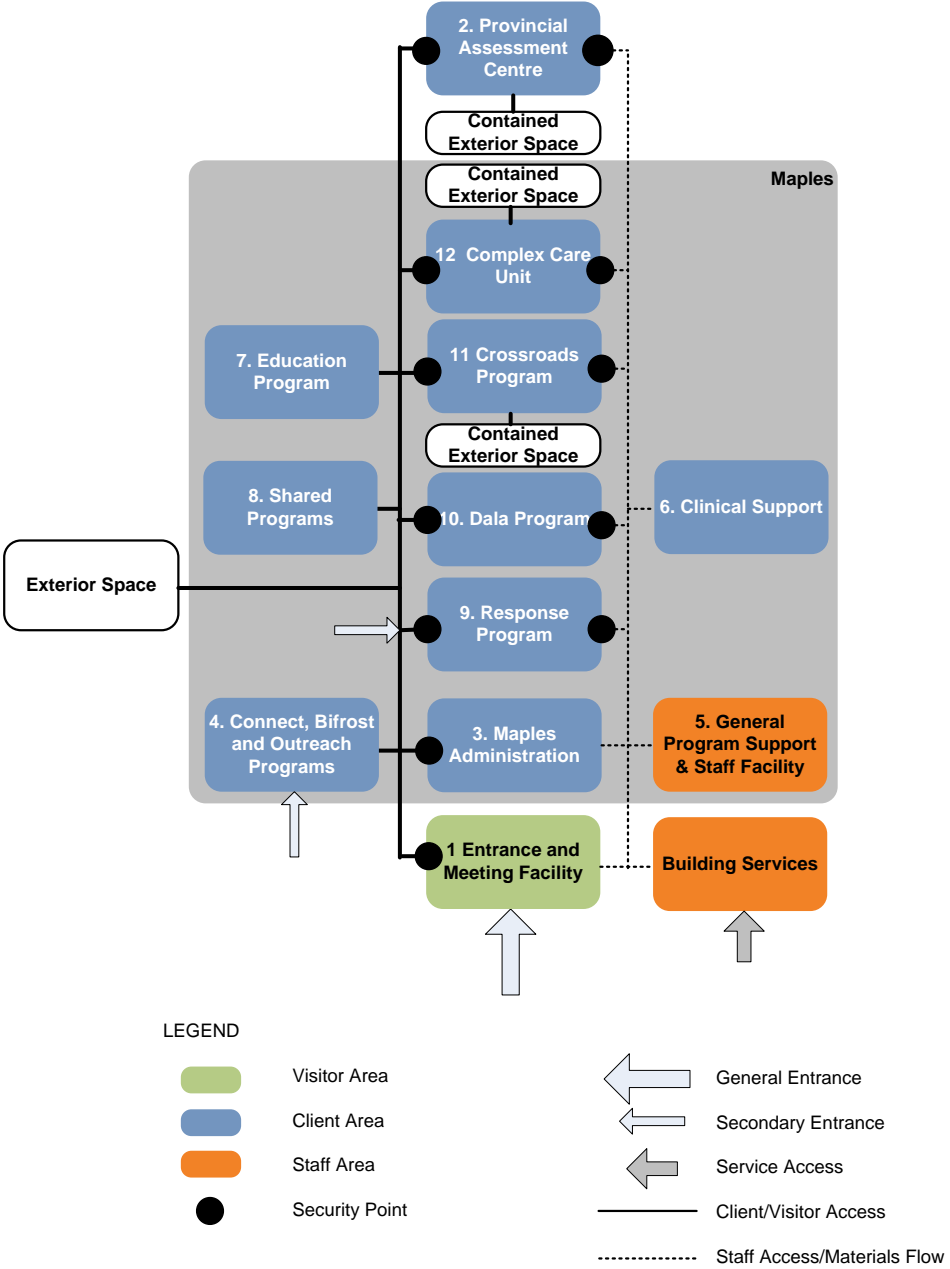
The layout of functions shall allow for a maximum number of horizontal, *single level*, relationships between components and the efficient intra-component clustering of spaces.

Priority shall be given to the provision of spaces that maximize the accessibility of all users to external views and natural light.

Where future expansion may occur, spaces shall be arranged and designed to accommodate potential future horizontal growth.

e) Access and Control Model

The following diagram illustrates access and control flows in the proposed facility:

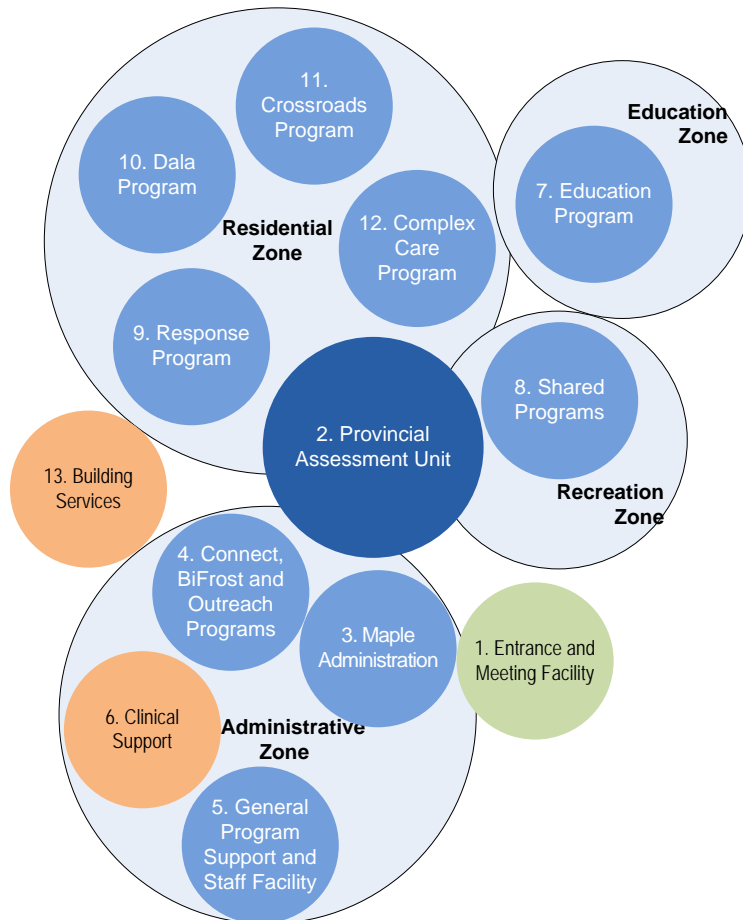


f) Spatial Zones

The facility will be organized into the four spatial zones:

- Residential Zone;
- Recreation Zone;
- Education Zones;
- Administrative Zone.

Portions of PAC are included in the Residential Zone, Recreation Zone and Administrative Zone.



g) Hours of Operation

Access will be facilitated by card access systems and physical separation. Typically the Entrance and Residential Units will be accessed and/or occupied 24-hours a day, seven days a week.

Administration, clinical support, and shared program areas may be accessed/occupied 12 to 16 hours a day, seven days a week.

h) Circulation Systems

A clearly legible circulation system is essential for the effective and secure movement of visitors, clients, staff and materials.

Primary elements of this system include:

- 2.3.h)1 Visitor circulation: a direct route from the Entrance;
- 2.3.h)2 Materials/Service circulation: allowing for efficient and secure movement of equipment, supplies, food, food carts, (accompanied by maintenance and support staff); and
- 2.3.h)3 Staff/Client circulation: which will involve a secure admissions entrance, card access systems, and escort protocols.

Generally, there will be no separate circulation routes for the movement of staff or clients in client living areas. However, there will be some distinct staff-only spaces in those areas.

Circulation systems will encourage positive interaction between people, with communal interaction spaces allowing for both formal and informal interaction to encourage proactive-social behaviour and on-going communication between staff and clients.

Access and circulation in specific operational zones, including the Shared Programs and Education Programs component, will not normally be permitted after-hours. These areas will be monitored after-hours for unauthorized movement.

i) Orientation, Signage and Wayfinding Systems

The Facility shall be organized simply so that wayfinding is inherently easy and reliance on signage is reduced.

Easy wayfinding to and within the facility is important to clients, staff, and visitors alike and particularly useful for clients with behavioural, mental and cognitive impairments.

In general, wayfinding needs include:

Clients

- 2.3.i)1 knowing the boundaries of client-centred spaces are;
- 2.3.i)2 knowing which areas are accessible and which are not;
- 2.3.i)3 knowing where to find assistance and services;
- 2.3.i)4 understanding the general layout of the facility;

Staff

- 2.3.i)5 orientation to the facility when they first begin work;
- 2.3.i)6 understanding the general layout of the facility;
- 2.3.i)7 knowledge of security systems and procedures in the event of a confrontation;
- 2.3.i)8 ability to confidently direct clients and visitors;

Visitors

- 2.3.i)9 knowing where to park;
- 2.3.i)10 knowing where the main entrance is located; and
- 2.3.i)11 finding their interior destination after passing through security.

Five levels of signage are required:

- 2.3.i)12 security alerts, focussed on informing staff about risks that are present;
- 2.3.i)13 visual cues based on colour, materials, design of key features such as Care Team Stations, common and personal sleeping areas etc. shall clearly identify components;
- 2.3.i)14 room/door identification signage;
- 2.3.i)15 building identification signage; and
- 2.3.i)16 outdoor directional signage required in public areas, including within the grounds.

General wayfinding strategies will include:

Interior Design and Signage

- 2.3.i)17 develop transition wayfinding elements that clearly signal to clients and visitors when they are leaving one area and entering another (e.g., colour schemes; interior design elements; and signs);
- 2.3.i)18 use different materials and different forms to make spaces and functions distinguishable from one another;
- 2.3.i)19 provide orientation landmarks at ends of corridors and major intersections (e.g., artwork, large windows, etc.);
- 2.3.i)20 design staff and client areas to look significantly different from one another; and
- 2.3.i)21 plan interior circulation patterns to be simple and direct, avoiding complex intersections.

All spaces, including those not accessed by the public, require wayfinding/function/departmental signage. All doors should be numbered.

Signs in buildings shall be surface-mounted and not easily removed. In higher security areas, security type fasteners shall be used.

A clear wayfinding system will be used to guide occupants and contribute to the legibility of the Facility.

A numbering system will identify all rooms in the Facility by a unique alphanumeric code. (This system may be different from the end-user system).

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4. OPERATIONAL CONCEPTS

a) Maintenance and Housekeeping

Infection control policies and procedures throughout the facility will be required to meet standards for residential and health care facilities.

Due to the range of unpredictable behaviours of clients, there may be significant challenges in terms of ongoing and incidental facility, furniture and equipment maintenance and housekeeping.

Housekeeping services will be provided through a contracted service to provide daily cleaning services, according to identified policies and will utilize staff trained for a mental health environment. Currently, PAC has full-time seven day per week housekeeping coverage.

Secure Housekeeping Closets will be provided on each unit and support area. Unit staff will require access to mops and brooms as required, to manage emergency situations.

A central maintenance and stores facility will be used to supply satellite closets located throughout the building.

b) Waste Management

Each residential and support component will be equipped with a secured waste management and recycling centre.

A system to collect garbage and recyclables that does not place obstacles or opportunities for vandalism in client-used circulation space will be required.

Design shall have access to environmentally responsible waste management systems as follows:

- 2.4.b)1 provision of source-separated compostable, recyclable, and landfill waste streams;
- 2.4.b)2 provision of on-site composting and, potentially, cardboard shredding;
- 2.4.b)3 provision of secure storage of confidential information prior to secure disposal; and

2.4.b)4 provision of a secure and suitably equipped area for hazardous waste storage.

c) Mail

Incoming mail will be received at reception associated with the Facility main entrance and will be distributed to units and personnel by administrative staff.

Outgoing mail will be collected on the units and taken to reception for pick-up.

d) General Supplies

All supplies will be kept in secured storage rooms.

e) Food and Nutrition Services

With the exception of the PAC program, which includes a Kitchen providing the specialized meal requirements of its unique client population, meals will be provided by a contracted provider and will be prepared off-site.

Breakfast, lunch and dinner will be delivered by the contractor to each neighbourhood. Food will arrive in unit portions and will be ready to serve. Food will be plated by unit staff at a servery in each neighbourhood, with clients given a choice of food items.

Additional foods may be ordered from the contractor for snacks, and cooking programs, which will be delivered from domestic-style kitchens on the units.

Snacks will be available.

Dining areas may, on occasion, be used for program activities. Staff will ensure that tables and chairs are cleaned after use to reduce contamination.

f) General Laundry

Laundry of linens, including sheets, towels, bed covers will be processed off-site.

A system to collect laundry that does not place obstacles in client-used circulation space will be required.

Soiled Utility rooms on each unit will have two access points: one from on the unit and one off the unit.

Linens will be collected by unit staff/clients and located in a bin in the Soiled Utility room. Dirty linens will be moved from the Soiled Utility room through a service corridor to the loading dock and delivery truck.

Clean Utility rooms on each unit will have two access points: one from on the unit and one from off the unit.

Clean linens will be moved from the loading dock to each unit using a service corridor/circulation and will be placed in the clean linen room from the service corridor. Linens may be placed on shelving or left on the linen cart.

g) Client Laundry

Washers and dryers will be provided on units/program areas to allow clients to launder their personal clothing as an activity of daily living.

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5. EXTERIOR FEATURES

a) Secure Surroundings and Perimeter

Principles of Crime Prevention Through Environmental Design (CPTED) will be applied to all exterior areas, and include reducing dead end corridors, providing sightlines from occupied building spaces to outdoor areas, and eliminating vegetative growth that can conceal a person.

b) Building Siting and Orientation

Construction shall take maximum advantage of any positive features on the site, such as orientation to daylight, and views of surrounding nature.

The building shall be massed to reflect client visual contact with the exterior, client external recreational requirements, and the arrival and entry sequence of visitors.

c) Image

The image of the facility shall communicate its mandate of treatment, reintegration and rehabilitation. The facility shall be non-institutional in appearance.

d) Landscape

Landscape strategies shall be an integral part of the site planning. Development of green space and the retention of existing trees and provision of trees and other vegetation will greatly enhance the liveability and image of the facility.

e) Exterior Functional Components

A number of outdoor areas will be required to support client needs. Clients of the Maples programs will generally have free access to the outdoors and a range of activities, including hard surface areas for basketball and similar games, playing surfaces for soccer and baseball, and surfaces and routes appropriate for riding bicycles.

PAC, Forensics Crossroads and the CCU will require outdoor compounds that delineate outdoor areas for residents. Fencing of these areas needs to clearly delineate the space.

Depending on the opportunities presented by the site, landscape elements could be used effectively to create inviting outdoor spaces

that contribute significantly to the character of the environment. Vacant or partially used facilities are particularly attractive to youth and should be secured to ensure the safety of clients.

Features, such as furniture, lighting systems, shelters and paving, may be provided in order to create a safe and dynamic space for clients, staff and visitors.

f) Vehicular Circulation

General

It is assumed that staff and visitors will continue to rely primarily on cars to access the site, that a significant volume of materials and supplies delivery traffic will continue and that, therefore, vehicular movement will be a major planning consideration.

On-site vehicular circulation systems shall be capable of handling projected volumes of traffic and include an alternative route for unanticipated interruptions of normal patterns.

The entry network should be logical so that visitors unfamiliar with the site can readily find their way to the main vehicular entrance and visitor parking. A clear sense of direction and orientation shall be provided, primarily through visual recognition of destinations, supplemented by a graphics and signage system.

The various traffic types shall be separated as early as possible on approach to the site. Vehicular intersections and pedestrian crossings must be well-marked and illuminated for increased safety and security after dark.

Visitors

The route from and to the visitor parking area shall be clear and direct. Drivers shall be able to deliver passengers to a designated drop-off near the main entrance and continue to a designated parking area.

Weather protected seating will be provided at the pick-up/drop-off point.

Service/Emergency Vehicles

Vehicular access for service, maintenance, delivery, emergency, and other vehicles must avoid conflicts with pedestrian movement, programmatic synergies, security and operations.

Consideration shall be given to the provision of an access route to provide alternate emergency access from the facilities' service entry.

Service vehicle routes shall be clear, direct and well-marked and separated from people traffic to the maximum extent possible.

Emergency vehicles shall be provided with clear, direct routes that are well marked and illuminated. Routing shall minimize travel time and distance.

The buildings must be accessible to firefighting equipment and trucks. Vertical clearances of canopies shall be adequate for the largest transport and fire vehicles that may require access.

g) Pedestrian Circulation

On all sidewalks, gentle grades, shall be maintained for wheelchair use. Walkways shall incorporate handrails, curb cuts and ramps to accommodate those using wheelchairs.

Adequate lighting and sightlines shall be incorporated to provide a sense of security after dark.

Pedestrian/vehicular conflicts shall be minimized by carefully coordinating the two circulation networks. If conflicts cannot be avoided, crossings must be well marked and illuminated.

The Entrance must be clearly identifiable by visitors as they leave their vehicles.

h) Exterior Signage

Facility identification and signage must conform to any provincial identity programs.

Additional requirements for exterior signage include:

- 2.5.h)1 formal identification of the main entry fixed in an architecturally appropriate location and illuminated at night. This signage shall be identifiable from the parking lot and while approaching the Entrance; and
- 2.5.h)2 directional and operational signage clearly articulated and reinforced by site design concepts.

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3.0 COMPONENT PLANNING CRITERIA

INTRODUCTION

The basic “building block” for physically organizing facilities projects is the functional component. A functional component can be defined as a grouping of activities and assigned spaces which are physically related by their common mission to satisfy a specific group of functions or operations. A functional component may or may not be synonymous with a department, since the term “department” refers to an administrative organizational structure and not a physical planning structure.

Information for each functional component comprising the Valleyview Redevelopment is presented under the following headings:

FUNCTIONAL DESCRIPTION provides information on the general services or activities of the component and the primary operational concepts or systems which support the functional activity of the component.

WORKLOAD tables summarize the factors that influence the space requirements of the component. Not all components have quantifiable workloads.

STAFFING & OCCUPANCY ESTIMATES tables summarize estimated staffing in terms of Full Time Equivalents (FTEs) where relevant, as well as total headcount and maximum occupancy staffing.

AFFINITY CRITERIA diagrams indicate the priorities of the component for its location relative to other components. Locational requirements will be described in one of the following ways:

Direct access by internal circulation” refers to components which are horizontally or vertically contiguous and linked internally. This form of access avoids movement through the general circulation system of the facility.

“Direct access by general circulation” refers to components linked by a minimal amount of horizontal and/or vertical general circulation.

“Convenient access by internal circulation” refers to components linked by substantial horizontal and/or vertical non-public circulation.

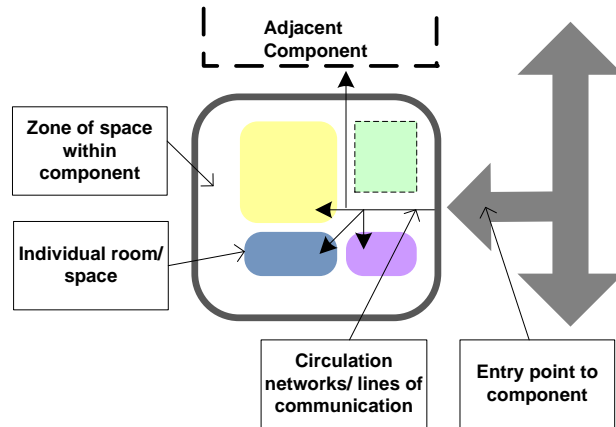
DESIGN CRITERIA presents information as follows:

Internal Relationships/Concepts indicates basic criteria and concepts for the component that should be considered in design. These are presented under various headings, including

Architectural Concepts; Interior Design Concepts; Security Systems Concepts; and Building Systems Concepts.

Also included is a functional relationship diagram, which indicates organizational principles to be pursued in the design of the component. The content of the diagram is generally reflective of the headings used in the narrative and in the space requirements lists referring to “areas” of space, groups of rooms and, in some cases, individual rooms for which important internal relationship need to be emphasized. In general, thin lines terminating in arrows are used to indicate principal circulation networks or lines of communication between zones of space, groups of rooms, or individual rooms. Continuous/unbroken bold lines forming rectangles typically indicate zones or rooms.

Example:



Key

- ← Staff or student circulation/access
- ← - - - Materials flow
- ← ····· Visual Connection
- Enclosed area
- Open area
- Zone

Space Requirements are tabulated to indicate the space name, the net square metres per unit (nsm), and, under Remarks, explanatory or supplementary remarks, such as furniture that must be accommodated or other space drivers. Line items that are inset are integral to the line above. On the far left side a

reference number (Ref.) is provided to be used for cross referencing within this document and to Indicative Design.

Room names identified in the Space Requirements section will be capitalized throughout the components.

FUNCTIONAL DESCRIPTION

This component will accommodate the main entrance to the building, including a visitor's lobby as well as meeting and training facilities to support general meeting and outreach training programs. It also serves as the main staff entrance to the building.

The meeting and training facility will involve frequent use of cameras and AV equipment and facilities for secondary food preparation and serving.

Service/Activities

Activities accommodated in this component shall include but are not limited to the following:

Main Building Lobby

- 3.1.1 Main access to facility;
- 3.1.2 Orientation and wayfinding through the building;
- 3.1.3 Waiting for meetings or to be escorted to service area;

Meeting and Training Facility

- 3.1.4 Participation in presentations, meetings, training;
- 3.1.5 Therapeutic group meetings, including of client family members in comfortable surroundings;
- 3.1.6 Group in-service training;
- 3.1.7 Group computer training;
- 3.1.8 Completion of individual computer training modules;
- 3.1.9 Pre-meeting preparation as well as tidying;
- 3.1.10 Preparation of food and catering of meetings;
- 3.1.11 Administration of training sessions; and
- 3.1.12 Storage of supplies and equipment.

Operational DescriptionHours of Operation

Meeting and training programs may take place in this component between 8:00am and 5:00pm and from 5:00pm to 9:00pm. Early evening programs typically involve food services for clients.

Booking of Rooms

A computer booking system will be used to schedule meeting rooms between the various services and departments.

Room Preparation

Each organization booking a room will be responsible for ensuring that the room is properly prepared prior to the meeting and that it is set up to a standard format after the meeting. For flexible rooms, a key plan will indicate how the room should be typically arranged.

Waiting Area

An area for approximately 15 to 20 people shall be provided as a space away from the front entrance for people to gather as they wait for a meeting to begin.

Food Preparation

On occasion, events in the meeting and training rooms will be catered, with food either ordered specifically for the occasion through the central food services or contracted specifically for the occasion. An area shall be provided so that food can be kept cool and otherwise prepared.

WORKLOAD

The workload for this component is based on the number of people entering and exiting the facility as well as the number of people attending meetings.

STAFFING & OCCUPANCY ESTIMATES

The following table identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing, and head count (HC) for staff, visitors and clients who may be utilizing the component.

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>								
Training Program Coordinator	-	-	1	-	-	1	-	-
Subtotal	-	-	1	-	-	1	-	-
<u>Additional Occupancy</u>								
Staff/Visitors	-	-	195	-	-	195	-	-
Subtotal	-	-	195	-	-	195	-	-
Total	-	-	196	-	-	196	-	-

AFFINITY CRITERIA

- | | | |
|---|---|--|
| 1 | Principal Exterior Arrival Area | Provide <u>convenient</u> access by <u>general</u> circulation to the principal exterior arrival area of the building for the arrival and departure of staff, and visitors going to meeting and training sessions. |
| 2 | 3. Maples Administration | Provide <u>direct</u> access by <u>general</u> circulation to 3. Maples Administration for the movement of staff and visitors. |
| 3 | 2. Provincial Assessment Centre | Provide <u>convenient</u> access by <u>general</u> circulation to 2. Provincial Assessment Centre for the movement of staff and visitors. |
| 4 | 4. Maples Connect, Bifrost, and Outreach Programs | Provide <u>direct</u> access by <u>general</u> circulation to 4. Maples Connect, Bifrost and Outreach Programs for the movement of staff and visitors. |

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
ConceptsArchitectural Concepts

3.1.13 This component shall include the following spatial zones:

- 3.1.13.a main building lobby accessing general circulation and access to the entrance to the PAC and the Maples components; and
- 3.1.13.b a suite of meeting and training rooms with support spaces.

3.1.14 The meeting and training facility shall be within view of the main entrance so that visitors are easily able to access the meeting room suite.

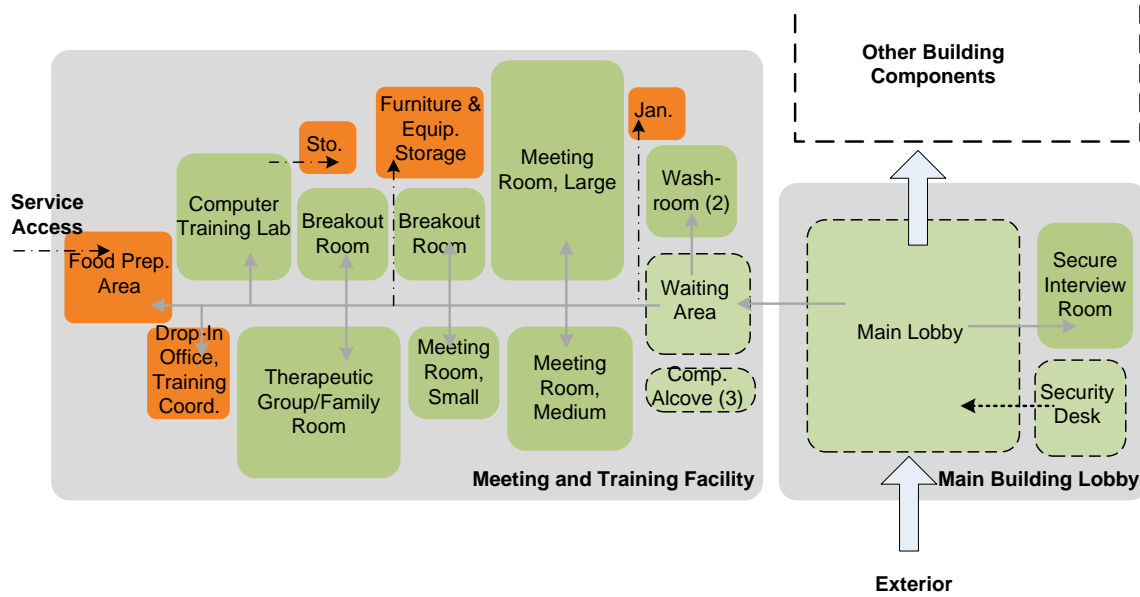
Interior Design Concepts

3.1.15 Intuitive wayfinding, clear signage and direct views shall be provided from the entrance to the meeting and training facility.

3.1.16 The entrance shall be welcoming and unthreatening, with a casual and yet professional feel.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|--|-----------------------|--|----------------------|
| | Visitor Open Area | | General Circulation |
| | Visitor Enclosed Area | | Staff/Visitor Access |
| | Client Open Area | | Staff/Service Access |
| | Client Enclosed Area | | Visual Connection |
| | Staff Open Area | | Control Point |
| | Staff Enclosed Area | | |
| | Spatial Zone | | |

Space Requirements

Ref	Space	Proposed Area nsm	Remarks
	<u>Main Building Lobby</u>		
01.01	Main Lobby	30.0	Shall accommodate seating for 6, directional signage, access to building circulation systems accessing functional units throughout the building
01.02	Security Desk	8.0	
01.03	Secure Interview Room	12.0	Shall accommodate bench, sink, supplies
	Subtotal, Main Building Lobby	50.0	
	<u>Meeting and Training Facility</u>		
01.04	Waiting Area	30.0	Shall accommodate 15-20
01.05-01	Computer Alcove	2.5	Shall accommodate checking e-mails, etc.
01.05-02	Computer Alcove	2.5	Shall accommodate checking e-mails, etc.
01.05-03	Computer Alcove	2.5	Shall accommodate checking e-mails, etc.
01.06-01	Washroom, Male	12.0	Shall include vestibule, sinks, urinals, toilets
01.06-02	Washroom, Male	12.0	Shall include vestibule, sinks, urinals, toilets
01.07-01	Washroom, Female	15.0	Shall include vestibule, sinks, toilets
01.07-02	Washroom, Female	15.0	Shall include vestibule, sinks, toilets
01.08	Meeting Room, Small	30.0	Shall accommodate table and seats for 15, storage space (used by PAC)
01.09	Meeting Room, Medium	44.6	Shall accommodate table and seats for 24, storage (used by PAC Maples)
01.10	Meeting Room, Large	125.0	Shall seat 75; shall include presentation space, coat and equipment storage, (used by PAC Maples)
01.11-01	Breakout Room	22.3	Shall accommodate 10 to 12; shall be associated with

Ref	Space	Proposed Area nsm	Remarks
01.11-02	Breakout Room	22.3	Training Room (used by Maples) Shall accommodate 10 to 12; shall be associated with Training Room (used by Maples)
01.12	Computer Training Lab	35.0	Shall accommodate 10 computer stations or laptops and one instructor workstation; (used by Maples)
01.13	Storage	3.0	Shall accommodate supplies and equipment
01.14	Therapeutic Group/Family Room	60.0	Shall accommodate 24 in soft seats (used by Maples)
01.15	Drop-In Office, Training Coordinator	9.3	Shall accommodate desk and chair, small layout table, side chair
01.16	Food Preparation Area	16.0	Shall include storage, food accommodate, refrigeration
01.17	Furniture & Equipment Storage	20.0	
01.18-01	Housekeeping Closet	3.5	Shall include general equipment and supply storage, mop sink and drain
01.18-02	Housekeeping Closet	3.5	Shall include general equipment and supply storage, mop sink and drain
Subtotal, Meeting and Training Facility		486.0	
Total, Entrance and Meeting Facility		536.0	

**FUNCTIONAL
DESCRIPTION**

The Provincial Assessment Centre (PAC), an operating service facility under the jurisdiction of Community Living Services BC, is a designated Provincial Mental Health Facility.

PAC provides multidisciplinary assessments, diagnosis, medication reviews, and treatment planning recommendations for individuals with dual diagnoses, one of which is a developmental disability. A developmental disability is defined as a measured intellectual functioning approximately 70 IQ or lower, with onset before age 18, and measured significant limitations in two or more adaptive skill areas.

Individuals are assessed and treated on an individual basis according to a philosophy of person-centred planning. This is a process that assists the individual, or family on behalf of the individual, to identify their aspirations and identify options that tailor services and care to the individual in question.

During the assessment period, client-individuals reside in PAC and assessments and treatments are integrated with daily living activities. In addition, staff members assist families, care-givers, and others to develop stable support arrangements that allow for broader treatment planning.

Medical examinations and assessments take place throughout the treatment process. Client groupings and client interactions are designed to address particular supervision requirements, taking into consideration cognitive, medical, psychiatric, and behavioural issues.

The primary goal of the program is to assess all aspects of the individual to make recommendations to the community care team to assist in supporting him or her at home.

Client (Individual) Profile

Individuals may stay in this facility for up to 90 days. Individuals are 14 years and older, and may be experiencing emotional and other behavioural issues and challenges.

Individuals are often referred to PAC because of behaviour that is dangerous to both themselves and others.

Behaviour can include loud, verbally abusive language, aggression, sexual deviancy, and delusional episodes.

Individuals are in need of medication review and behaviour stabilization.

Due to their unique sensitivities, individuals require a quiet, orderly environment that is perceived as safe and predictable.

Services/Activities

Activities accommodated in this component shall include but are not limited to the following:

- 3.2.1 Admissions and clinical support;
- 3.2.2 Individual's accommodated in 10 private residential rooms;
- 3.2.3 Temporary individual accommodation in two Secure Rooms;
- 3.2.4 Individual living activities (eating, sleeping, bathing, recreation);
- 3.2.5 Preparation of meals and snacks;
- 3.2.6 Exercise programs;
- 3.2.7 Music programs;
- 3.2.8 Arts and crafts programs;
- 3.2.9 Individual computer use;
- 3.2.10 Psychological assessments and physical examinations;
- 3.2.11 Development and coordination of clinical care programs;
- 3.2.12 Staff oversight and supervision; and
- 3.2.13 General administrative activities.

Operational Description

Hours of Operation

This facility is a 24-hour, seven days per week operation, with peak activity occurring during normal business hours.

Between 8:30am and 5:30pm, the individual-specific areas of this component shall accommodate up to 10 individuals and up to seven direct care staff, including two occupational therapists and a behaviouralist.

General practitioners, psychiatrists, psychologists, and art and music therapists may be intermittently in the component in order to participate in programs and conduct assessments and consultations, etc.

Individual-Client Movement

- 3.2.14 Intake and discharge activities occur weekly, with individuals brought and/or collected by family members and/or caregivers. There are no emergency/unplanned admissions.
- 3.2.15 Private activities, sleeping, dressing, and storage of personal effects in private residential rooms provided for each individual.
- 3.2.16 Utilization of on-site toilet and shared bathing facilities.
- 3.2.17 Occasionally, individuals may require isolation in Secure Rooms.
- 3.2.18 Participation in routine domestic activities, meal preparation, laundry, and housekeeping, etc.
- 3.2.19 Participation in informal social activities, including conversation, games, watching TV, etc.
- 3.2.20 Participation in structured, supervised group domestic activities in the Living Unit.
- 3.2.21 Individuals may participate in some regular tasks required by the operation of the Living Unit, such as recycling.
- 3.2.22 Individuals occasionally may also be present in the Entrance and Administration Zone of this component during visits with family and/or caregivers.
- 3.2.23 Individuals may access secure outdoor recreational space under staff supervision.

Staff Movement

- 3.2.24 Administrative and support staff typically will be based in the Entrance and Administration Zone of this component.
- 3.2.25 Psychiatrists, psychologists and general practitioners and social workers may participate in client assessments and/or consultations in any zone in this component.
- 3.2.26 Within the Secure Living Unit (Residential Neighbourhood), staff members provide 24-hour monitoring, program administration and coordination, client consultation, individual counselling, and group therapy programs, and access to client medications.

- 3.2.27 Staff involved with the residential program will carry out routine shift-change, administrative and record keeping tasks in secure staff-only work areas in the Secure Living Unit.
- 3.2.28 Staff involved with the residential program will carry out routine clinical and group management activities in the common areas of the Secure Living Unit.
- 3.2.29 Staff may leave the Secure Living Unit temporarily during their shift to spend time in the staff facilities in 5. Maples General Program Support and Staff Facility.

Materials and Supply Movement

- 3.2.30 Regular food services will be provided from a Kitchen located in the Secure Program Support Spaces Zone in this component. Supplies will be delivered through a separate service circulation system.
- 3.2.31 Individual personal effects shall be stored in lockable units in the Secure Admissions Area.
- 3.2.32 Medical supplies and pharmaceuticals shall be stored in lockable storage units in the Medical Room.
- 3.2.33 Limited equipment and housekeeping supplies are delivered to the unit from 13. General Building Services and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number residents and the required size of the attending clinical, program management, and administrative staff.

**STAFFING &
OCCUPANCY ESTIMATES**

The following table identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component, as well as visitors and clients.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Director	1.0	1.0	1	-	-	-	-
Administrative Support	2.0	2.0	2	-	-	-	-
Office Manager	1.0	1.0	1	-	-	-	-
Program Coordinator	1.0	1.0	1	-	-	-	-
Occupational Therapist	2.0	2.0	2	-	-	-	-
Social Worker	1.0	1.0	1	-	-	-	-
Nurse Supervisor	1.0	1.0	1	-	-	-	-
Community Liaison Nurse	1.0	1.0	1	-	-	-	-
Subtotal	10.0	10.0	10	-	-	-	-
<u>Monday Through Sunday</u>							
Clinical Nurse	7.0	3.5	2	1.8	1	1.8	1
Mental Health Support Worker (MHSW)	7.0	3.5	2	1.8	1	1.8	1
Auxiliary Nurse/MHSW	10.5	5.3	3	5.3	3	-	-
Subtotal	24.5	12.3	7	8.8	5	3.5	2
<u>Additional Occupancy</u>							
Individual	-	-	10	-	10	-	10
General Practitioner *	-	-	2	-	-	-	-
Psychiatrist *	-	-	3	-	-	-	-
Psychologist *	-	-	1	-	-	-	-
Music & Art Therapist *	-	-	2	-	-	-	-
Visitor	-	-	10	-	-	-	-
Subtotal	-	-	28	-	10	-	10
Total	34.5	22.3	45	8.8	13	3.5	12

* Contract Position.

AFFINITY CRITERIA

1

1. Entrance and Meeting Facility

Provide convenient access by general circulation to 1. Entrance and Meeting Facility for the movement of family members, consultants, visitors, and staff to and from training sessions and other meetings.

2

13. General Building Services

Provide direct access by general circulation to 13. General Building Services for the frequent movement of supplies and equipment.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
ConceptsArchitectural Concepts

3.2.34 This component shall include the following five spatial areas:

3.2.34.a *Entrance and Administration* including reception spaces for clients, caregivers and individual's families/visitors. This area shall also include administrative offices, office support space, offices for visiting clinicians, and meeting rooms;

3.2.34.b *Staff Program Support Space* including program support areas not accessed by individuals, as well as staff break facilities;

3.2.34.c *Secure Admissions Area* including a secure area for processing new admissions;

3.2.34.d *Secure Program Support Spaces* including social and recreational activity spaces for residential individuals, computer space, library alcove, sensory room, arts and crafts room, exercise room; and

3.2.34.e *Secure Living Unit*, one of the five Neighbourhoods in the Facility, including private rooms, secure rooms, toilet and shower facilities as well as client kitchen, dining room, TV room, and multipurpose spaces, which can be secured from the remainder of the unit at night.

3.2.35 An adjacent fenced outdoor recreational space shall be provided that is accessible from the Secure Living Unit.

- 3.2.35(a) In the Secure Living Unit, provide two special care suites, each consisting of a Special Care Room, associated Transitional space, and Barrier free Ensuite. The Special Care Room is to have direct access to the Transitional space which will accommodate seating and be acoustically separated from the remainder of the Neighbourhood. The Transitional space door is to be fully glazed with secure glazing to maximize observation. Each special care suite is to have direct visibility from the Care Team Station.
- 3.2.35(b) Design the Multipurpose Area, Games Room and TV Room to be generic to allow flexibility in the functional space usage.

Interior Design Concepts

- 3.2.36 A quiet, orderly, domestic, residential, not institutional, environment shall be provided.
- 3.2.37 Many individuals are behaviourally and socially challenged. To support them an ordered environment with enough space to allow opportunities for sustained orientation and personal security while conducting most activities shall be provided.
- 3.2.38 An abundance of natural light and views of the exterior shall be provided.
- 3.2.39 Design shall include neutral but distinctive colour schemes.
- 3.2.40 The environment shall provide a low level of acoustic and visual stimulation.
- 3.2.41 The Care Team Station shall be situated to have general surveillance of all the spaces in the Secure Living Unit.
- 3.2.42 The Office, Program Coordinator shall be situated to have general surveillance of all the spaces in the Secure Living Unit.
- 3.2.43 All hallways shall be sized to accommodate wheelchairs, medication carts, and stretchers without risk of injury to staff and individuals.

Building Systems Concepts

- 3.2.44 Acoustic shielding shall be provided throughout in order to minimize sound transmission and disruptive noise between individual-occupied spaces.
- 3.2.45 All wall materials and wall surfaces shall be impact-resistant and vandal proof.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



Ref	Space	Proposed Area nsm	Remarks
<u>Entrance and Administration</u>			
02.01	Waiting Area	23.5	Shall accommodate 15 soft seats for visitors and associated staff
02.02	Reception/Transaction Counter	3.5	
02.03	Visitor's Lounge	20.0	Shall be enclosed space; shall include semi-private areas for 3 families; shall have access from Unit and Reception
02.04	Public Washroom, Male	3.7	Shall include sink, toilet
02.05	Public Washroom, Female	3.7	Shall include sink, toilet
02.06	Workstation, Office Manager	6.5	
02.07-01	Workstation, General Administrative Support	6.5	Shall accommodate desk and chair, filing cabinet, side chair
02.07-02	Workstation, General Administrative Support	6.5	Shall accommodate desk and chair, filing cabinet, side chair
02.08	Referrals/Admissions Room	26.0	Shall accommodate up to 10 people; shall include comfortable furniture
02.09	File Room	14.0	Shall accommodate 9 bays of patient files and 4 administrative filing cabinets
02.10	Shared Office, OT	26.0	Shall accommodate 4 workstations, shelving units, filing cabinets (4)
02.11	Storage	10.0	Shall accommodate OT props and equipment
02.12	Shared Office, Psychiatrists-Drop-in	26.0	Shall accommodate 4 workstations, soft seating, filing cabinets (2), shelving units
02.13	Office Workroom	12.0	Shall accommodate photocopier, mail sorting table, stationery storage, shredder, recycling
02.14	Office, Director	15.0	Shall include a meeting area for 4 in addition to accommodating regular office furnishings
02.15	Boardroom/Clinical Meeting Room	44.6	Shall be located near reception; shall accommodate tables and chairs for 25, teleconference/ videoconference capability, side counter with sink and equipment storage

Ref	Space	Proposed Area nsm	Remarks
02.16	Meeting Room	13.9	Shall accommodate table and chairs for 8
Subtotal, Entrance and Administration		261.4	
<u>Staff Program Support Spaces</u>			
	Program Laundry	0	See Unit Laundry
02.17	Linen Storage	8.0	Shall adjoin Soiled Utility for movement of racks and linens to the Unit
02.18	Kitchen	20.0	Shall adjoin client kitchen to provide secured access to Living Unit; shall accommodate Industrial stove, fridge, work surfaces, sink, dishwasher
02.19	Kitchen Storage	8.0	
02.20	Freezer Room	6.0	
02.21	Staff Break Room	25.0	Shall accommodate up to 10 people; shall accommodate counter and sink, fridge, dishwasher, soft seating and table and 4 chairs
	First Aid Room	0	See Office-Doctor/Consultation Room
02.22	Staff Wellness Room	10.0	Shall accommodate soft couch, , outlet for music, high acoustic separation
02.23	Washroom/Change Room, Male,	20.0	Shall include sinks, urinals, toilets, shower units with changing area, half-size lockers
02.24	Washroom/Change Room, Female	22.0	Shall include sinks, toilets, shower units with changing area, half-size lockers
02.25	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
Subtotal, Staff Program Support Spaces		122.5	
<u>Secure Admissions Area</u>			
02.26	Admissions Security Vestibule	8.0	Shall be located at secure service entrance to facility and adjacent to vertical circulation
02.27	Temporary Holding/Office (Pre-Unit)	15.0	Shall be between elevator and Unit, to stabilize individuals and

Ref	Space	Proposed Area nsm	Remarks
02.28	Storage, Individual Effects	12.0	shall also accommodate use as a flexible office space Shall accommodate storage for suitcases, etc.
Subtotal, Secure Admissions Area		35.0	
<u>Secure Program Support Spaces</u>			
02.29	Laundry Room	12.0	Shall accommodate washers and dryers and folding table, sink
02.30	Sensory Room	15.0	Shall be provided with blackout blinds if glazing, acoustic separation
02.31	Arts and Crafts Room	40.0	Shall accommodate up to 10; shall include sink and accommodate open and secure storage, large work tables, presentation surfaces
02.32	Piano Alcove	10.0	Shall accommodate piano, musical instrument storage
02.33-01	Computer Alcove	4.0	Shall be located in Multipurpose Area
02.33-02	Computer Alcove	4.0	Shall be located in Multipurpose Area
02.33-03	Computer Alcove	4.0	Shall be located in Multipurpose Area
02.34	Library Alcove	16.0	Shall accommodate 6 bays of books, 4 soft seats
02.35	Exercise Room	34.0	Shall accommodate 1 selectorized machine, 3 aerobics machines, free weight area, functional exercise/stretching area, mini-trampoline; provide views from aerobics area
02.36	Storage	8.0	
02.37	Washroom, Oversized	6.5	Shall include sink and toilet; shall allow 2 staff to assist individual as required
02.38-01	Washroom, Barrier-Free	4.6	Shall include sink and toilet
02.38-02	Washroom, Barrier-Free	4.6	Shall include sink and toilet
Subtotal, Secure Program Support Spaces		162.7	

Ref	Space	Proposed Area nsm	Remarks
	<u>Secure Living Unit (Residential Neighbourhood)</u>		
02.39	Care Team Station: Direct Individual/Program Oversight	13.5	Shall accommodate 3 workstations
02.40	Care Team Station: Confidential Staff Coordination Room	22.0	Shall accommodate meeting space for 10, staff lockers; shall have access from non-client area
02.41	Medication Room	8.0	Shall accommodate workspace, secure storage, sink, fridge
02.42	Office Doctor/Consultation Room	12.0	Shall accommodate exam table, workstation, sink, lockable supply storage
02.43-01	Interview/Psychological Testing Room	15.0	Shall accommodate desk workstation, table and 2 chairs
02.43-02	Office, Psychologist	15.0	Shall accommodate desk workstation, table and 2 chairs
02.44	Observation Room	6.5	Shall accommodate loose table and chairs with one way glass to Interview and Testing Room
02.45	Client Kitchen	20.0	Shall accommodate domestic stove, fridge, sink, microwave, dishwasher
02.46	Dining Area	36.0	Shall accommodate 16, with moveable tables and chairs (up to 3 for 6)
02.47	Client Phone Station	1.0	
02.48	Office, Program Coordinator	11.1	Shall accommodate L-shaped desk and chair, filing cabinet, side chair
02.49	Multipurpose Area	22.0	Shall accommodate 10 in 3 distinct activity areas
02.50-01	Comfort Alcove	6.0	Sightlines from Care Team Station shall be provided
02.50-02	Comfort Alcove	6.0	Sightlines from Care Team Station shall be provided
02.51	Games Room	26.0	Shall accommodate 8 at tables and chairs, ping-pong table (with tables and chairs moved aside)
02.52	TV Room	18.0	Shall accommodate 6 to 8 in comfortable seating
02.53	Furniture and Equipment Storage	20.0	

Ref	Space	Proposed Area nsm	Remarks
02.54	Clean Utility	11.0	Shall include sink and floor drain, mini clave
02.55	Soiled Utility	11.0	Shall include hopper, macerator, soiled linen storage
02.56-01	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-02	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-03	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-04	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-05	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-06	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-07	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.56-08	Client Room	13.0	Shall accommodate bed and shall include built-in wardrobe and desk
02.57	Client Washroom, Barrier-Free	5.6	Shall include 1 sink, 1 toilet
02.58-01	Client Washroom, Barrier-Free	5.6	Shall include 1 sink, 1 toilet, tub/shower; shared between two rooms each
02.58-02	Client Washroom, Barrier-Free	5.6	Shall include 1 sink, 1 toilet; shower, shared between two rooms each
02.58-03	Client Washroom, Barrier-Free	5.6	Shall include 1 sink, 1 toilet; shower, shared between two rooms each
02.59-01	Special Care Room	19.0	Shall accommodate hospital bed and additional space for assistive equipment
02.59-01A	Special Care Room – Transitional Space	4.0	Shall accommodate seating

Ref	Space	Proposed Area nsm	Remarks
02.59-02	Special Care Room	19.0	Shall accommodate hospital bed and additional space for assistive equipment
02.59-02A	Special Care Room – Transitional Space	4.0	Shall accommodate seating
02.60-01	Barrier-Free Ensuite WC	5.6	Shall include 1 sink, 1 toilet, 1 shower. Integral to Ref# 02.59.01
02.60-02	Barrier-Free Ensuite WC	5.6	Shall include 1 sink, 1 toilet, 1 shower. Integral to Ref# 02.59.02
02.61	Assisted Bathroom	23.0	Shall include assisted bath, handrails, sink, toilet, bidet
02.62	Number not used		
02.63-01	Secure Room	13.9	Shall include combined sink and toilet
02.63-02	Secure Room	13.9	Shall include combined sink and toilet
02.64	Anteroom	11.0	Shall provide access to both Secure Rooms
Subtotal, Secure Living Unit		524.0	
Total, PAC		1,107.1	
<u>Exterior Space</u>			
	Client Outdoor Area	200	Shall support multipurpose activities; shall be fenced and delineated, partly covered, with barrier-free access, partial cultivation (shall be approximately 200 sm)
	Client Outdoor Area	20	Shall be directly off Residential Neighbourhood; shall be fenced
Total Exterior Space, PAC		220	

FUNCTIONAL DESCRIPTION

This component, part of the Administrative Zone, will accommodate the main reception and administrative functions of Maples.

This component will accommodate two groups of visitors; members of the community visiting for business and/or professional interfaces; and members of Maples clinical and professional staff who are attending case management meetings.

Service/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.3.1 Reception of all visitors to the facility;
- 3.3.2 Reception of courier deliveries;
- 3.3.3 Coordination of all on-site security clearance and security services;
- 3.3.4 Coordination and oversight of related community clinical support services;
- 3.3.5 Coordination, oversight of activities related to business and administration of the service;
- 3.3.6 Coordination and oversight of all on-site non-residential and residential programs;
- 3.3.7 Coordination and oversight of program, services and building operations;
- 3.3.8 Medical records storage and access; and
- 3.3.9 Photocopying, printing and storage of stationery supplies.

Operational DescriptionHours of Operation

Typically, this component will operate 8:00am to 5:00pm Monday to Friday.

Reception Functions

Visitors must check-in with administration for general security clearance, directions to on-site destinations, and to obtain parking passes.

Clinical/Professional Administration

This component will house senior clinical and professional staff. Private offices and multipurpose meeting rooms in this component will be used

by the senior staff for meetings involving community representatives and/or Maples program delivery clinical and professional staff.

Meeting Room Preparation

Typically, administration staff are responsible for all room set-up functions. The exception involves after hours use of meeting facilities in component 1. Entrance and Meeting Facility, which is the responsibility of the Maples Connect program (see component 4. Maples Connect, Bifröst, and Outreach Programs).

WORKLOAD

The workload for this component is based on the number of non-residential and residential programs offered by Maples, as well as the number of people attending related administrative and care planning meetings.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, and for visitors and staff attending meetings within the component.

Position	Total	Future					
		Days		Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Reception	1.0	1.0	1	-	-	-	-
Office Assistant	3.0	3.0	3	-	-	-	-
Program Assistant	2.0	2.0	2	-	-	-	-
Business Administrator	1.0	1.0	1	-	-	-	-
Payroll Clerk	1.0	1.0	1	-	-	-	-
Director, MATC	1.0	1.0	1	-	-	-	-
Assistant Director, MATC	1.0	1.0	1	-	-	-	-
Community Services Manager	1.0	1.0	1	-	-	-	-
Coordinator, Nursing, QA and Training	1.0	1.0	1	-	-	-	-
Clinical Director *	-	-	1	-	-	-	-
Medical Records Technician	2.0	2.0	2	-	-	-	-
Subtotal	14.0	14.0	15	-	-	-	-
<u>Additional Occupancy</u>							
Staff/Visitors	-	-	33	-	-	-	-
Subtotal	-	-	33	-	-	-	-

Position	Total	Future					
		Days		Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
Total	14.0	14.0	48	-	-	-	-

* Contract Position.

AFFINITY CRITERIA

- 1 1. Entrance and Meeting Facility Provide direct access by general circulation to 1. Entrance and Meeting Facility for the movement of family members, consultants, visitors, and staff.
- 2 4. Maples Connect, Bifrost and Outreach Programs Provide convenient access by general circulation to 4. Maples Connect, Bifrost and Outreach Programs for the movement of staff and visitors.
- 3 6. Maples Clinical Support Provide convenient access by general circulation to the 6. Maples Clinical Support for the movement of staff.
- 4 5. Maples General Program Support and Staff Facility Provide direct access by internal circulation to 5. Maples General Program Support and Staff Facility for the movement of staff.
- 5 7. Maples Education Program Provide convenient access by general circulation to 7. Maples Education Program for the movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/ Concepts

Architectural Concepts

- 3.3.10 This component shall include the following areas:
 - 3.3.10.a waiting area, reception area and general office, including medical records and support space;
 - 3.3.10.b private offices for senior administrative and clinical staff; and
 - 3.3.10.c a boardroom and general meeting room.
- 3.3.11 Intuitive wayfinding, clear signage and direct views shall be provided to this component from 1. Entrance and Meeting Facility.

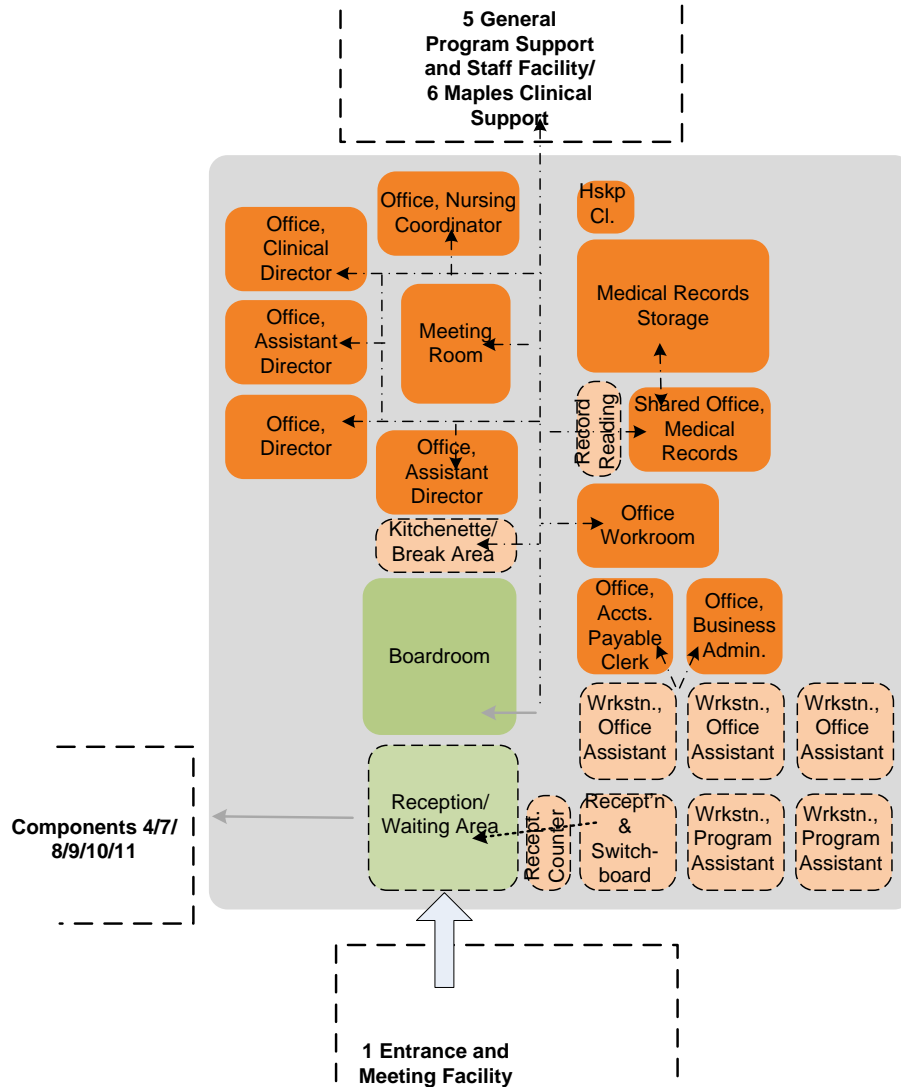
- 3.3.12 This component shall include the main entrance to Maples; it shall be possible to access non-administrative Maples programs while the office portion of Maples Administration is securely closed.
- 3.3.13 Intuitive wayfinding and clear signage shall be provided through this component to and from support, clinical support, shared, educational, and residential program components.
- 3.3.14 The scale and layout of spaces shall establish a formal presence appropriate for the main reception and senior clinical, professional, and administration activities for all programs managed by Maples.

Interior Design Concepts

- 3.3.15 The entrance shall be welcoming and unintimidating, with a casual and yet professional feel.
- 3.3.16 Meeting rooms in this component shall be suitable for accommodating quasi-judicial hearings and case reviews; a dignified and formal layout and environment shall be provided.
- 3.3.17 All workspaces shall be provided with acoustic privacy to ensure client confidentiality.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- Visitor Open Area
- Visitor Enclosed Area
- Client Open Area
- Client Enclosed Area
- Staff Open Area
- Staff Enclosed Area
- Spatial Zone
- General Circulation
- Client/Visitor Access
- Staff Access
- Visual Connection
- Control Point

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Space Requirements

Ref	Space	Proposed Area nsm	Remarks
03.01	Reception/Waiting Area	30.0	Shall accommodate 15 seats, gun locker, coffee station; shall be located adjacent to meeting and training room access
03.02	Reception Counter	3.0	
03.03	Workstation, Reception & Switchboard	9.2	Shall accommodate 2 workstations
03.04-01	Workstation, Program Assistant	4.6	Shall accommodate desk and chair, filing cabinet
03.04-02	Workstation, Program Assistant	4.6	Shall accommodate desk and chair, filing cabinet
03.05-01	Workstation, Office Assistant	4.6	Shall accommodate desk and chair, filing cabinet
03.05-02	Workstation, Office Assistant	4.6	Shall accommodate desk and chair, filing cabinet
03.05-03	Workstation, Office Assistant	4.6	Shall accommodate desk and chair, filing cabinet
03.06	Office, Payroll Clerk	9.2	Shall accommodate desk and chair, filing cabinet, side chair
03.07	Office, Business Administrator	9.2	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 2
03.08	Office Workroom	12.0	Shall accommodate photocopier, layout table, fax, cabinets for supplies
03.09	Shared Office, Medical Records	13.0	Shall accommodate 2 workstations, side chairs, filing cabinets and bookcases; shall be located adjacent 03.10 and 03.11
03.10-01	Record Reading Area	3.5	Shall accommodate writing/layout space, power supply, task lighting; shall be located adjacent 03.10 and 03.12
03.10-02	Record Reading Area	3.5	Shall accommodate writing/layout space, power supply, task lighting; shall be located adjacent 03.10 and 03.12

Ref	Space	Proposed Area nsm	Remarks
03.11	Medical Records Storage	20.0	Accommodates 16 filing cabinets, work area, photocopier; secure fire rated room, shall be located adjacent 03.10 and 03.11
03.12	Office, Director	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 4
03.13-01	Office, Assistant Director/Community Services Manager	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 4
03.13-02	Office, Assistant Director/Community Services Manager	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 4
03.14	Office, Clinical Director	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 3
03.15	Office, Coordinator, Nursing, QA and Training	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 3
03.16	Boardroom	46.5	Shall seat 25; shall include side counter; a formal but flexible environment to accommodate semi-judicial proceedings shall be provided
03.17	Meeting Room	16.7	Shall seat 8; shall accommodate table, chairs and whiteboard
03.18	Kitchenette/Break Area	11.1	Shall include sink and counter; shall accommodate microwave, under counter fridge, soft seating; acoustic separation shall be provided
	General Mail and Photocopy Room	0	See Component 5. Maples General Program Support and Staff Facility
	General Stationery Supply	0	See Component 5. Maples General Program Support and Staff Facility
	Washroom, Male,	0	See Component 5. Maples General Program Support and Staff Facility
	Washroom, Female	0	See Component 5, Maples General Program Support and Staff Facility
03.19	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
Total, Maples Administration		288.4	

**FUNCTIONAL
DESCRIPTION**

This component, part of the Administrative Zone, will accommodate office and support spaces for four Maples Programs: Connect, Bifröst, Outreach, and Non-Residential Care Planning, which are based in the facility, but typically provide services in the general community.

Programs typically have a duration of three and a half months, with typical hours of service from 8:00am to 8:00pm.

Staff members of these services do not provide direct services to clients of the residential programs located at Maples.

These programs address issues of parenting and child and adolescent development through the disciplines of social work, psychology, psychiatry, education, and child care/nursing. Programs provide information and expertise, and develop strategies to adults/parents to assist them with youth development in the community.

The Connect Program

This program involves up to 150 decentralized programs and an on-site 10-week attachment-based program to support parents and caregivers. Typically, programs are designed to help caregivers of pre-teens who are struggling to understand and respond to difficult behaviour. Parents meet in small groups with two trained group leaders for one hour each week.

Each session provides parents with new information about parent-teen relationships and adolescent development. Parents watch role plays and try exercises that open new choices for responding to their teen's difficult behaviour.

The general goals of the Connect program include:

- 3.4.1 Improved social and family attachment;
- 3.4.2 Adolescent development, mental health and well-being;
- 3.4.3 Improved parenting and family functioning;
- 3.4.4 Prevention and intervention research; and
- 3.4.5 Short and long-term effectiveness.

The ultimate goal is successful youth integration into the community.

The Bifröst Program

The Bifröst program is 15-week attachment-based program designed to support youth, parents/caregivers, and their families develop understanding and positive responses through direct in-home support.

The Program has three main components:

- 3.4.6 Family work via weekly home meetings addressing managing conflict, enhancing problem solving skills, communication, celebrating attachment, and other areas specific to the needs of each family;
- 3.4.7 Connect/parent group, which includes weekly meetings with other parents of clients in the program; these meetings are designed to enhance the understanding of difficult youth behaviour; and
- 3.4.8 Supporting youth to succeed via a new experiences in school, social, and recreational settings, work experiences and family life.

The goals of the program are as follows:

- 3.4.9 Enhanced self-esteem of youth;
- 3.4.10 Increased family's capacity to communicate and manage conflict through understanding each other's attachment needs; and
- 3.4.11 Enriching youth with positive experiences in school, social, recreational and employment settings as well as within their families.

The ultimate goal is successful youth integration into the community.

Outreach Program

Although the Outreach program is based in the Valleyview facility, staff of this program are care plan consultants, providing advisory and support services to youth care providers throughout the province.

Outreach services, which is an integral part of the Maples Response process, can be a gateway for at risk youth to non-residential and/or residential programs based at Maples.

Outreach follow-up services, which are an integral part of the Maples Response process, assist the community in the subsequent care of clients who have participated in residential programs at the Maples.

Non-Residential Care Planning

Care Plan consultants meet with youth and their caregivers and then develop a care plan.

Consultant's follow-up to monitor success of the care plan and amend as required.

Service/Activities

Activities accommodated in this component shall include but are not limited to:

Connect

- 3.4.12 Home base for staff working frequently off-site;
- 3.4.13 Development treatment and group therapy programs;
- 3.4.14 Food delivery for group interventions/presentations;
- 3.4.15 Consultation via videoconferencing;
- 3.4.16 Administrative activities associated with program design and delivery;

Bifröst

- 3.4.17 Home base for staff frequently working off-site;
- 3.4.18 Administrative activities associated with program design and delivery;

Outreach

- 3.4.19 Home base for staff frequently travelling off-site;
- 3.4.20 Consultation with remote care teams via videoconferencing, fax and telephone;
- 3.4.21 Focussed activities associated with file update;
- 3.4.22 Administrative activities associated with program design and delivery;
- 3.4.23 Storage of records;

Non-Residential Care Planning

- 3.4.24 Meetings with clients and their caregivers;
- 3.4.25 Development of care plans;

3.4.26 Home base for staff frequently working off-site; and

3.4.27 Storage of records.

Operational Description

Staff Movement

Staff are involved in a mix of on-site and off-site activities involving services to clients and parent groups. Many on-site training and group therapy functions occur during dinner and evening hours.

Services are typically delivered through extensive travel and on-site visits, supplemented by teleconferences connections from the Valleyview facility.

Staff involved with these programs typically move frequently in and out of the building to sites within the community.

Parent Movement

Parents typically attend training sessions related to Maples clinical services and programs for community members in the meeting rooms in component 1. Entrance and Meeting Facility.

Many on-site training and group therapy functions occur during evening hours.

WORKLOAD

The workload for this component is based on the number of people entering and exiting the facility as well as the number of people attending meetings.

**STAFFING &
OCCUPANCY ESTIMATES**

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component, as well as visitors and clients.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
<i>Connect</i>							
Program Coordinator	1.0	1.0	1	-	-	-	-

4. MAPLES CONNECT, BIFRÖST, AND OUTREACH PROGRAMS

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	Shift HC	FTE	Shift HC	FTE	Shift HC
Trainer	2.5	2.5	3		-	-	-	-
Psychologist	0.5	0.5	1		-	-	-	-
Subtotal	4.0	4.0	5		-	-	-	-
<i>Bifröst</i>								
Program Coordinator	1.0	1.0	1		-	-	-	-
Clinical Counsellor	8.0	8.0	8		-	-	-	-
Social Worker	0.5	0.5	1		-	-	-	-
Psychiatrist *	-	-	1		-	-	-	-
Psychologist **	-	-	-		-	-	-	-
Subtotal	9.5	9.5	11		-	-	-	-
<i>Outreach</i>								
Care Plan Consultant	5.0	5.0	5		-	-	-	-
Subtotal	5.0	5.0	5		-	-	-	-
<i>Non-Residential Care Planning</i>								
Child Care Counsellor	2.0	2.0	4		-	-	-	-
Subtotal	2.0	2.0	4		-	-	-	-
<u>Additional Occupancy</u>								
Visitors/Clients	-	-	6		-	-	-	-
Subtotal	-	-	6		-	-	-	-
Total	20.5	20.5	31		-	-	-	-

* Contract Position.

** Located in clinical support component.

AFFINITY CRITERIA

- | | | |
|---|---------------------------------|---|
| 1 | Principal Exterior Arrival Area | Provide <u>convenient</u> access by <u>general</u> circulation to the principal exterior arrival area of the building for the arrival and departure of staff, and visitor going to meeting and training sessions. |
| 2 | 3. Maples Administration | Provide <u>convenient</u> access by <u>general</u> circulation to 3. Maples Administration for the movement of staff and visitors. |
| 3 | 6. Maples Clinical Support | Provide <u>convenient</u> access by <u>general</u> circulation to 6. Maples Clinical Support for the movement of clients and staff. |
| 4 | Residential Neighbourhoods | Provide <u>convenient</u> access by <u>general</u> circulation to the Maples residential neighbourhoods for the movement of clients and staff. |

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
Concepts

Architectural Concepts

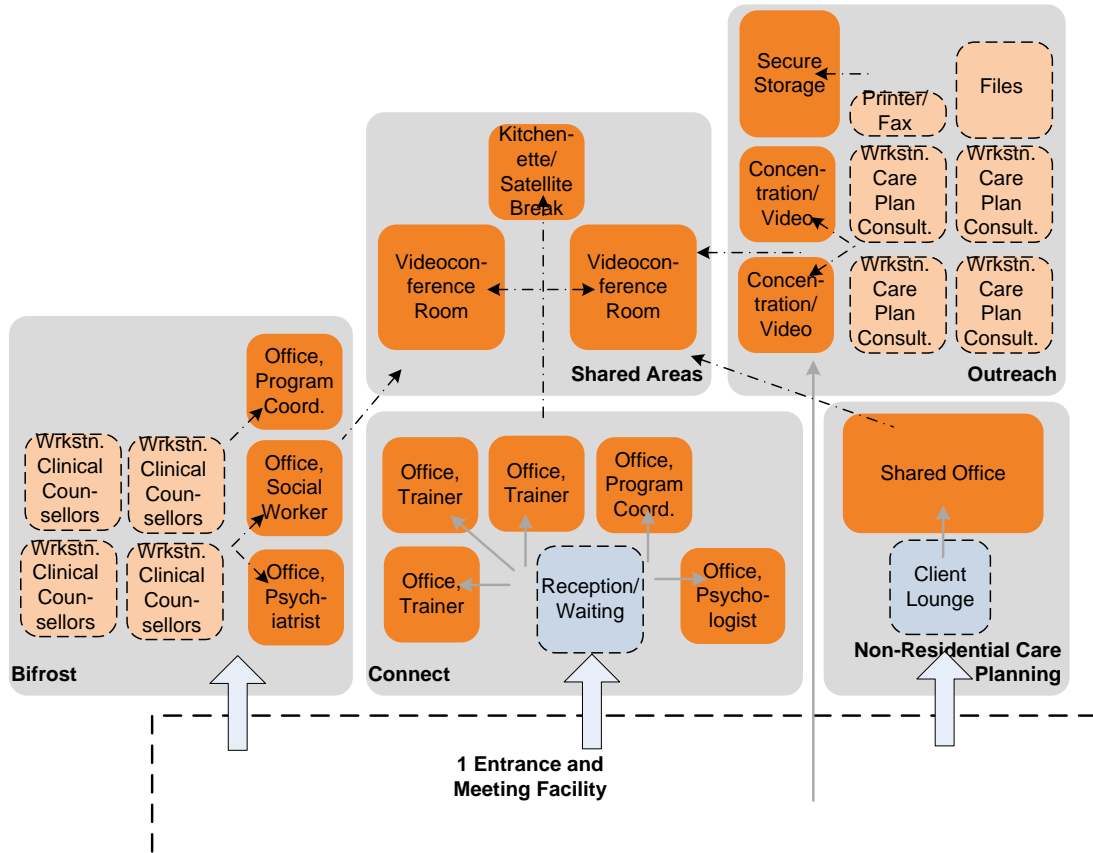
- 3.4.28 This component shall include five separate spatial areas, including a zone for each of the programs involved: Connect, Bifröst, Outreach, and Non-Residential Care Planning and a zone for Shared Areas.
- 3.4.29 Intuitive wayfinding, clear signage and direct views shall be provided to and from the main building entrance.
- 3.4.30 Intuitive wayfinding and clear signage shall be provided to and from support program, shared program, educational program, and residential program components.

Interior Design Concepts

- 3.4.31 Private and shared offices, as well as common work areas, shall be accommodated in a subdued professional environment.
- 3.4.32 All workspaces shall be provided with acoustic privacy to ensure client confidentiality.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|--|-----------------------|--|-----------------------|
| | Visitor Open Area | | General Circulation |
| | Visitor Enclosed Area | | Client/Visitor Access |
| | Client Open Area | | Staff Access |
| | Client Enclosed Area | | Visual Connection |
| | Staff Open Area | | Control Point |
| | Staff Enclosed Area | | |
| | Spatial Zone | | |

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Ref	Space	Proposed Area nsm	Remarks
<u>Connect</u>			
04.01	Reception/Waiting	8.0	Shall seat 3
	Videoconferencing Room	0	See shared areas below
04.02	Office, Program Coordinator	11.1	Shall accommodate desk and chair, filing cabinet (2), and side chair
04.03-01	Office, Trainer	9.2	Shall accommodate desk and chair, filing cabinet, and side chair
04.03-02	Office, Trainer	9.2	Shall accommodate desk and chair, filing cabinet, and side chair
04.03-03	Office, Trainer	9.2	Shall accommodate desk and chair, filing cabinet, and side chair
04.04	Shared Office, PT Psychologist	11.1	Shall accommodate 2 workstations
04.05	Storage	8.0	
	Workroom	0	See 5. Maples General Program Support and Staff Amenities
Subtotal, Connect		65.8	
<u>Bifröst</u>			
04.06	Office, Program Coordinator	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting area for 3 people
04.07-01	Workstation, Clinical Counsellor	4.6	Shall accommodate desk and chair, filing cabinet, each station shared by 2 staff
04.07-02	Workstation, Clinical Counsellor	4.6	Shall accommodate desk and chair, filing cabinet, each station shared by 2 staff
04.07-03	Workstation, Clinical Counsellor	4.6	Shall accommodate desk and chair, filing cabinet, each station shared by 2 staff
04.07-04	Workstation, Clinical Counsellor	4.6	Shall accommodate desk and chair, filing cabinet, each station shared by 2 staff
04.08	Office, Social Worker	11.1	Shall accommodate desk and chair, filing cabinet, bookcase and 1-2 side chairs
04.09	Number not used	0	

Ref	Space	Proposed Area nsm	Remarks
04.10	Office, Psychiatrist	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and meeting area for 2 people
	Office, Psychologist	0	See 6. Maples Clinical Support
	Meeting Room	0	Shall accommodate 12, see 1. Entrance and Meeting Facility
	Workroom	0	See 5. Maples General Program Support and Staff Facility
Subtotal, Bifröst		59.5	
<u>Outreach</u>			
04.11-01	Workstation, Care Plan Consultant	4.6	Shall be located in open office area with files
04.11-02	Workstation, Care Plan Consultant	4.6	Shall be located in open office area with files
04.11-03	Workstation, Care Plan Consultant	4.6	Shall be located in open office area with files
04.11-04	Workstation, Care Plan Consultant	4.6	Shall be located in open office area with files
04.11-05	Workstation, Care Plan Consultant	4.6	Shall be located in open office area with files
04.12	Printer and Fax	2.0	2 printers
04.13	Files/Resource Collection	6.0	Shall accommodate 5 filing cabinets and 1 bay resource
04.14-01	Concentration/Video Rooms	7.4	Shall be designed to accommodate concentrated activities, include completion of files, confidential calls, video
04.14-02	Concentration/Video Rooms	7.4	
04.15	Secure Storage	25.0	Shall accommodate 12 filing cabinets and material storage
Subtotal, Outreach		70.8	
<u>Non-Residential Care Planning</u>			
04.16	Client Lounge Area	16.0	Shall accommodate table, soft seating for 2-3, shall be combined with 04.19 Kitchen/Satellite Break Area

Ref	Space	Proposed Area nsm	Remarks
04.17	Shared Office	26.0	Shall accommodate four 4.6m ² workstations with desk and chair, filing cabinet, fax, printer and 4 filing cabinets
Subtotal, Non-Residential Care Planning		42.0	
<u>Shared Areas</u>			
04.18-01	Videoconference Room	25.0	Shall accommodate 10 people, digital projector, screen, whiteboard, teleconference and videoconference systems
04.18-02	Videoconference Room	25.0	Shall accommodate 10 people; shall have teleconference and videoconference capability
04.19	Kitchenette/Satellite Break Area	11.1	Shall include sink and counter; shall accommodate microwave, under counter fridge, soft seating ; acoustic separation shall be provided; shall be combined with 04.16 Client Lounge Area
Subtotal, Shared Areas		61.1	
Total		299.2	

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**FUNCTIONAL
DESCRIPTION**

This component, as part of the Administrative Zone, will accommodate general office support and record keeping functions and break areas that support staff.

Services in this component will be available to all staff in all components. Some satellite functions, such as satellite staff break areas, will also be accommodated in specific program components.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.5.1 Document copying, printing and preparation and office support activities;
- 3.5.2 Sorting and collection of mail;
- 3.5.3 Storage and accessing of office supplies;
- 3.5.4 Staff breaks and refreshment;
- 3.5.5 Staff social interaction;
- 3.5.6 Staff member seclusion and privacy; and
- 3.5.7 Use of washroom, change rooms, and storage of clothing and personal effects etc.

Operational Description

Hours of Operation

This component will be available to staff 24-hours a day seven days a week.

General Support

Staff members will use general office services and equipment located in this component as required to support their client and program-related activities.

Mail will be received in 13. General Building Services and sorted into appropriate mailboxes in the mailroom in this component.

Outgoing mail will be deposited in the mailroom and removed for collection by postal services during scheduled hours.

Staff Facility

Staff members may access the staff facility round the clock seven days a week.

The staff facility in this component supplements break areas located in specific residential units.

WORKLOAD

The workload for this component is based on the number of clients involved in non-residential and residential programs that require ongoing case management and supervision by clinical staff.

STAFFING & OCCUPANCY ESTIMATES

The following table identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, and professionals who are based in other components.

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	Shift HC	FTE	Shift HC	FTE	Shift HC
<i>No staff are directly assigned to this component</i>	-	-	-	-	-	-	-	-
<u>Additional Occupancy</u>								
Staff/Contractor Positions	-	-	22	-	-	-	-	-
Total	-	-	22	-	-	-	-	-

AFFINITY CRITERIA

1

1. Entrance and Meeting Facility

Provide convenient access by general circulation to 1. Entrance and Meeting Facility for the movement of staff.

2

3. Maples Administration

Provide direct access by internal circulation to 3. Maples Administration for the movement of staff.

3

Residential Neighbourhoods

Provide convenient access by general circulation to residential units for the movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/ Concepts

Architectural Concepts

3.5.8 This component shall be organized into two areas, General

Support, and Staff Facility.

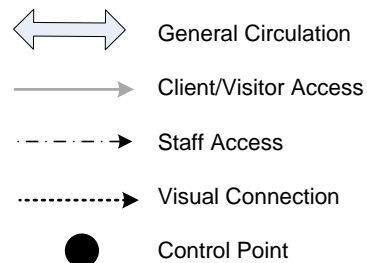
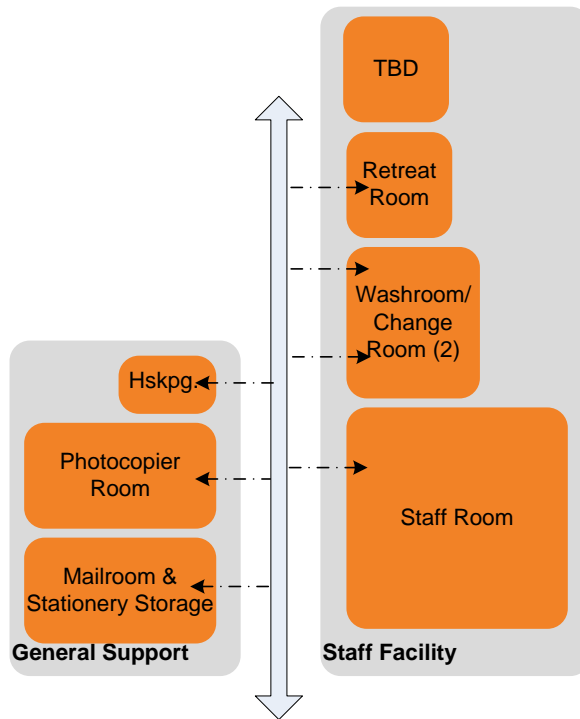
- 3.5.9 Because staff members frequently move to and from this component to many components of the building, access to residential, administrative and support service components shall be as direct as possible.

Interior Design Concepts

- 3.5.10 The Staff Room shall be provided with natural light in the form of windows accessing the exterior.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>General Support</u>			
05.01	Photocopier Room	14.0	Shall accommodate photocopier, layout table, fax
05.02	Mailroom and Stationery Storage	14.0	Shall accommodate mail sorting table, mail cart, mail slots for 40 people, cabinets for stationery stores
05.03	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
Subtotal, General Support		31.5	
<u>Staff Facility</u>			
05.04	Staff Room	45.0	Shall accommodate 20; shall include counter and sink and accommodate fridge, dishwasher, microwave, soft seating area and tables and chairs area
05.05	Retreat Room	15.0	Shall be provided with acoustic isolation, soft surfaces
05.06	Washroom/Change Room, Male,	19.7	Shall include sinks, urinals, toilets, shower units with changing areas, half-lockers
05.07	Washroom/Change Room, Female	21.6	Shall include sinks, toilets, shower units with changing areas, half lockers
05.08	Bike Storage	14.0	Shall accommodate secure, covered bicycle and motorcycle storage
Subtotal, Staff Facility		115.3	
Total		146.8	

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FUNCTIONAL DESCRIPTION

This component, part of the Administrative Zone, will accommodate the office environment for professional staff responsible for the applied clinical and case management activities involved with all programs operated by Maples.

The component accommodates space for program admissions, individuals and families visiting residential clients or consulting with care providers and physicians, offices for staff clinical care workers and visiting consultants, as well as space for psychological testing and records storage.

Visiting and/or part time clinicians are provided with work space in this component. Work space shall include both private and/or shared workstations. Staff members based in this component may be involved with one or more of the Maples non-residential and/or residential programs.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.6.1 Admissions of incoming clients, including meetings with clients, caregivers, multiple staff;
- 3.6.2 Staff consultations;
- 3.6.3 Visiting clinicians consultations;
- 3.6.4 Client family visits;
- 3.6.5 Clinical staff office activities;
- 3.6.6 Client testing;
- 3.6.7 Secure records storage;
- 3.6.8 Access to client storage; and
- 3.6.9 Staff meeting.

Operational DescriptionHours of Operation

Typically, this component will operate 8:00am to 5:00pm Monday to Friday.

Staff Movement

There is considerable movement in and out of this component, both from building arrival points and entrances and to and from program delivery areas on-site. Many visiting clinicians are part-time.

Clinical staff members use this component as a base for the clinical coordination and management of their clinical caseloads. However, many clinical services, such as assessments, counselling, group therapy, and client supervision may take place in the residential units themselves. Clients and family members may occasionally be present in this component for assessment, consultations, and care plan meetings.

Further supervision of client activity may occur in activity spaces provided in the Shared Programs component.

WORKLOAD

The workload for this component is based on the number of clients involved in non-residential and residential programs that require ongoing case management and supervision by clinical staff.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component as well as visitors and clients.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Program Evaluation Officer	1.0	1.0	1	-	-	-	-
Intake Coordinator	1.0	1.0	1	-	-	-	-
Social Worker	6.0	6.0	6	-	-	-	-
Psychiatrist *	-	-	2	-	-	-	-
Psychologist	4.5	4.5	6	-	-	-	-
Psychologist *	-	-	1	-	-	-	-
Psychology Assistant	-	-	4	-	-	-	-
Physician *	-	-	1	-	-	-	-
Consultant, Visiting	-	-	2	-	-	-	-
Subtotal	12.5	12.5	24	-	-	-	-
<u>Additional Occupancy</u>							
Client/Visitor	-	-	16	-	-	-	-
Subtotal	-	-	16	-	-	-	-
Total	12.5	12.5	40	-	-	-	-

* Contract Position.

AFFINITY CRITERIA

- | | | |
|---|--|--|
| 1 | Secure Sally Port | Provide <u>convenient</u> access by <u>internal</u> circulation to an exterior secure secondary entrance to the building in order to process admissions of new clients. |
| 2 | 3. Maples Administration | Provide <u>convenient</u> access by <u>general</u> circulation to the 3. Maples Administration for the frequent movement of consultants, visitors, and clinical staff. |
| 3 | 5. Maples General Program Support and Staff Facility | Provide <u>convenient</u> access by <u>internal</u> circulation to the 5. Maples General Program Support and Staff Facility for the frequent movement of clinical staff. |
| 4 | Residential Neighbourhoods | Provide <u>convenient</u> access by <u>general</u> circulation to the Maples residential neighbourhoods for the movement of clients and clinical staff. |
| 5 | 1. Entrance and Meeting Facility | Provide <u>convenient</u> access by <u>general</u> circulation to the 1. Entrance and Meeting Facility for the frequent movement of clinical staff. |

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
ConceptsArchitectural Concepts

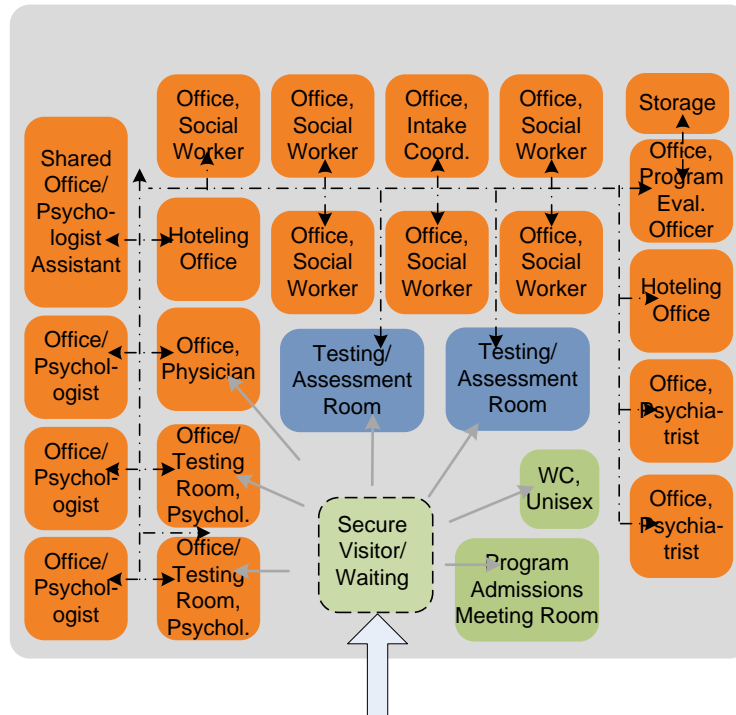
- 3.6.10 This component shall be organized as a single area consisting of a combination of private office, shared workspace, and meeting and support space.
- 3.6.11 Because staff members frequently move to and from this component to many components of the building, access to residential and support service components shall be as direct as possible.

Interior Design Concepts






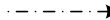






- 3.6.12 Private and shared offices, as well as common work areas, shall be accommodated in a professional environment.
- 3.6.13 All workspaces shall be provided with acoustic privacy to ensure client confidentiality.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|---|-----------------------|--|-----------------------|
|  | Visitor Open Area |  | General Circulation |
|  | Visitor Enclosed Area |  | Client/Visitor Access |
|  | Client Open Area |  | Staff Access |
|  | Client Enclosed Area |  | Visual Connection |
|  | Staff Open Area |  | Control Point |
|  | Staff Enclosed Area | | |
|  | Spatial Zone | | |

Space Requirements

Ref	Space	Proposed Area nsm	Remarks
06.01	Secure Visitor/Waiting Area	15.0	Shall accommodate 3 semi-private informal seating areas for 3 people each, under counter fridge, snack table
06.02	Program Admissions Meeting Room	15.0	Shall accommodate 4 to 5 people at table with loose chairs, whiteboard
06.03-01	Testing/Assessment Room	12.0	Shall accommodate 3-4 chairs and rectangular table; 2 paths of egress shall be provided
06.03-02	Testing/Assessment Room	12.0	Shall accommodate 3-4 chairs and rectangular table; 2 paths of egress shall be provided
06.04	Washroom, Unisex	3.7	Shall include toilet and sink
06.05	Office, Program Evaluation Officer	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.06	Storage, Files	6.0	Shall be lockable
06.07-01	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.07-02	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.07-03	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.07-04	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.07-05	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.07-06	Office, Social Worker	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.08	Office, Intake Coordinator (SW Supervisor)	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, side chair
06.09-01	Office and Testing Room, Psychologist	15.0	Shall accommodate 3-4 people, including chair and rectangular

Ref	Space	Proposed Area nsm	Remarks
			table and space for 1 workstation
06.09-02	Office and Testing Room, Psychologist	15.0	Shall accommodate 3-4 people including chair and rectangular table and space for 1 workstation
06.10-01	Office, Psychologist	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.10-02	Office, Psychologist	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.10-03	Office, Psychologist	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.11	Shared Office, Psychology Assistant	24.0	Shall accommodate 4 workstations, filing cabinet
06.12-01	Office, Psychiatrist	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.12-02	Office, Psychiatrist	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.13-01	Office, Hoteling Space	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.13-02	Office, Hoteling Space	11.1	Shall accommodate desk, chair, filing cabinet, bookcase, 2 side chairs
06.14	Office, Physician	14.0	Shall accommodate desk and chair, filing cabinet, exam area, sink
06.15	Storage, Assessment Tools, Forms etc.	8.0	Shall accommodate utility shelving
Total		306.2	

**FUNCTIONAL
DESCRIPTION**

This component, part of the Education Zone, will accommodate on-site administration support, client assessment, and instructional activities facilities for the Maples Education Program. The Maples Secondary School Provincial Resource Program is part of the Province-wide Instructional Resource Program funded by the Ministry of Education.

The Maples Secondary School Provincial Resource Program serves 20-25 students, aged 12-17, who are participating in the Maples residential and non-residential programs. All Maples' residential youth attend the Education Program.

The Program is staffed and administered by local School Board personnel under the umbrella of the Provincial Resource Program. The Education Program is supplemented by an Art Program and Recreation Program which are run by Maples.

Most students are referred to this program through the Maples Response Program. The Education Program supports Maples clinical programs and clinical protocols, in collaboration with clinical staff.

The Assessment Program assesses potential clients and develops individual instructional programs for each client. Subsequently, the Education Program is delivered to classes of four to six people, from Monday to Friday throughout the school year.

Maples Assessment Program

Educational Assessment teachers develop the educational section of the care plan, which represents one-third of the client's care plan. This section of the care plan addresses the cognitive, social and program-placement issues related to the youth's schooling. It endeavors to create a greater understanding of the youth from both an educational and an Attachment Theory perspective. As part of a multidisciplinary team, Assessment teachers collaborate with the Maples clinical teams including the Psychiatrist, Psychologist, Social Worker and Child Care Worker during the care plan process and care plan meeting.

The assessment process involves education history evaluation, extensive file review, interviews of the youth and professionals involved with the youth at his/her community school, and interviews with the professionals involved with the youth during his/her residential placement at Maples.

In-depth reports go to the Outreach Program and to relevant community schools; the Educational Assessment teacher works to

develop capacity in the educational community through consultation to community schools and developing professional development opportunities and outreach services to school districts around the province.

Maples Instructional Program

The Maples School Instructional Provincial Resource Program offers small, structured classes to youth referred on a residential basis for a 30-day Response Care Plan assessment or to one of the two non-residential mental health treatment programs at Maples.

The classroom teacher provides the youth with a successful and positive educational experience. Although students are of high school age, they are not necessarily at a high school educational level, so individually designed programs are required. English/social studies, math/science classes are limited to six students while the woodwork and metal art classes are limited to four.

Program continuity is an important goal. Teachers work collaboratively with the youth's home school to minimize any disruption to the youth's regular school program. Community school reports and term report cards are issued. Letter grades and course credits are granted for completed courses.

Education program teachers meet on a regular basis with the clinical teams at Maples to maintain a supportive learning environment for each student. Teacher/student relationships are developed using the principles of Attachment Theory and guide all daily interactions in the classrooms. The youth's experience in the Maples classroom provides valuable information to the Maples care plan assessment process.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.7.1 Education Program administration;
- 3.7.2 Assessment Program client assessments;
- 3.7.3 Course preparation by instructor;
- 3.7.4 Professional interaction between the Education Program staff and the Maples programs clinical staff;
- 3.7.5 Scheduled academic, vocational and experiential instructional programs, including academic subjects, wood and metal shops and art and music activities;

- 3.7.6 Life skills learning in a multipurpose classroom, including cooking, crafts, sewing and experiential programs; and
- 3.7.7 Indoor and outdoor student socializing and recreation.

Operational Description

Hours of Operation

Typically, this component will operate 8:00am to 4:00pm, five days a week, from September to June inclusive.

Student/Client Movement

- 3.7.8 Students/clients attend structured education programs, including academic, vocational and music programs.
- 3.7.9 All instruction is based on individualized scheduling, involving different grade levels and mainly one-on-one instruction.
- 3.7.10 Students are not separated by program: they do not spend all day together.
- 3.7.11 Student clients are at liberty to access outdoor recreational amenities and surroundings based on schedules determined by the Education Program Coordinator.
- 3.7.12 Student clients are not free to access the Maples Education Program component without scheduled supervision.
- 3.7.13 Student clients move to the Maples Education Program from the residential neighbourhoods to attend scheduled classes, returning at the end of the school day.
- 3.7.14 During the day, students may leave the Maples Education Program space, returning to their residential unit for lunch breaks.
- 3.7.15 During the day, students may leave the Maples Education Program space to attend athletic and/or art program activities in 8. Shared Programs component.
- 3.7.16 Some non-resident students may move to the Maples Education Program from the main entry, from the 9. Response Program and 10. Maples Dala Program components to attend scheduled classes, returning at the end of the school day.

- 3.7.17 Student clients participate in informal social activities, including conversation, games, etc.
- 3.7.18 Typically, there are no parents or family members of clients present in this component.

Staff Movement

- 3.7.19 Within the Maples Education Program, teachers and administrative staff provide teaching, client assessment, and program administration services.
- 3.7.20 Each teacher is provided with an office directly adjacent to the classroom.
- 3.7.21 Maples Education Program staff may accompany students to 8. Shared Programs, where they may attend athletic and/or art program activities.
- 3.7.22 In cases where student/clients are not able or permitted to access the school autonomously, Maples Education Program staff may deliver instructional programs on-site in residential units.
- 3.7.23 Staff members are provided with a multipurpose staff room which accommodates clinical meetings, general staff meetings, presentations, and refreshment breaks.

Materials and Supply Movement

- 3.7.24 Instructional supplies and equipment will be stored in lockable units in classrooms.
- 3.7.25 Materials, supplies and equipment found in the wood and metal classroom approximates that found in the maintenance shop in Building Services.
- 3.7.26 School records, education program supplies, and housekeeping supplies are frequently delivered to the unit from the building services component and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number of residential and non-residential clients in the Maples Education Program.

Typically that number is between 20-25 students, with programs delivered in small classes with a maximum occupancy of one instructor and six students.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component, as well as visitors and clients.

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC	
<u>Monday Through Friday</u>								
Receptionist/Secretary*	-	-	1	-	-	-	-	-
Head Teacher*	-	-	1	-	-	-	-	-
Teacher*	-	-	4	-	-	-	-	-
Education Assessment Staff*	-	-	4	-	-	-	-	-
Subtotal	-	-	10	-	-	-	-	-
<u>Additional Occupancy</u>								
Client-Students	-	-	25	-	-	-	-	-
Subtotal	-	-	25	-	-	-	-	-
Total	-	-	35	-	-	-	-	-

* Contract Position/Provided by other agency.

AFFINITY CRITERIA

- | | | |
|---|--|--|
| 1 | Entrances/Exits to Exterior Social & Recreational Spaces | Provide <u>direct</u> access by <u>internal</u> circulation to multiple entrances/ exits accessing adjacent exterior social and recreational spaces. |
| 2 | 11. Maples Crossroads Program | Provide <u>convenient</u> access by <u>general</u> circulation to the 11. Maples Crossroads Program for the movement of clients and staff. |
| 3 | 10. Maples Dala Program | Provide <u>convenient</u> access by <u>general</u> circulation to the 10. Maples Dala Program for the frequent movement of clients and staff. |
| 4 | 8. Shared Programs | Provide <u>convenient</u> access by <u>general</u> circulation to the 8. Maples Shared Programs for the frequent movement of clients and staff. |
| 5 | 13. General Building Services | Provide <u>convenient</u> access by <u>general</u> circulation to the 13. General Building Services for the frequent movement of supplies. |

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
ConceptsArchitectural Concepts

3.7.27 This component shall include the following spatial areas:

- 3.7.27.a a Classroom Program, with integral classroom suites connected by a social/corridor space accessing outdoor space;
- 3.7.27.b a Program Administration suite; and
- 3.7.27.c an Assessment Program suite.

3.7.28 Multiple methods of egress to adjacent social and recreational spaces shall be provided.

3.7.29 Each classroom shall be organized as a mini-suite consisting of:

- 3.7.29.a entry space with storage space for client effects;
- 3.7.29.b main classroom space, with blackboard/whiteboard, presentation and display space, wall shelving, instructor's workstation with computer workstation, and four student workstations with computers;

- 3.7.29.c secure office for the instructor;
 - 3.7.29.d secure storage room for supplies and equipment; and
 - 3.7.29.e unisex washroom, the location of which minimizes opportunities for absenteeism.
- 3.7.30 The corridor system connecting the rooms shall be spatially generous and shall function as a spontaneous social/gathering space.

Interior Design Concepts

- 3.7.31 Many student clients are behaviourally and socially challenged; as such, an ordered environment featuring spaces generous enough to encourage personal orientation and security and to preclude perceived threats or violations of personal boundaries shall be provided.
- 3.7.32 Four computer workstations and an instructor's computer workstation shall be provided in each classroom.
- 3.7.33 Classrooms typically shall accommodate a maximum of six students; the Wood Shop/Metal Shop shall accommodate a maximum of four students.
- 3.7.34 All classrooms shall have exterior views and natural light.
- 3.7.35 Acoustic shielding shall be provided between rooms.
- 3.7.36 Special acoustic shielding shall be provided in the Music Room and the Wood Shop/Metal Shop.

Safety Concepts

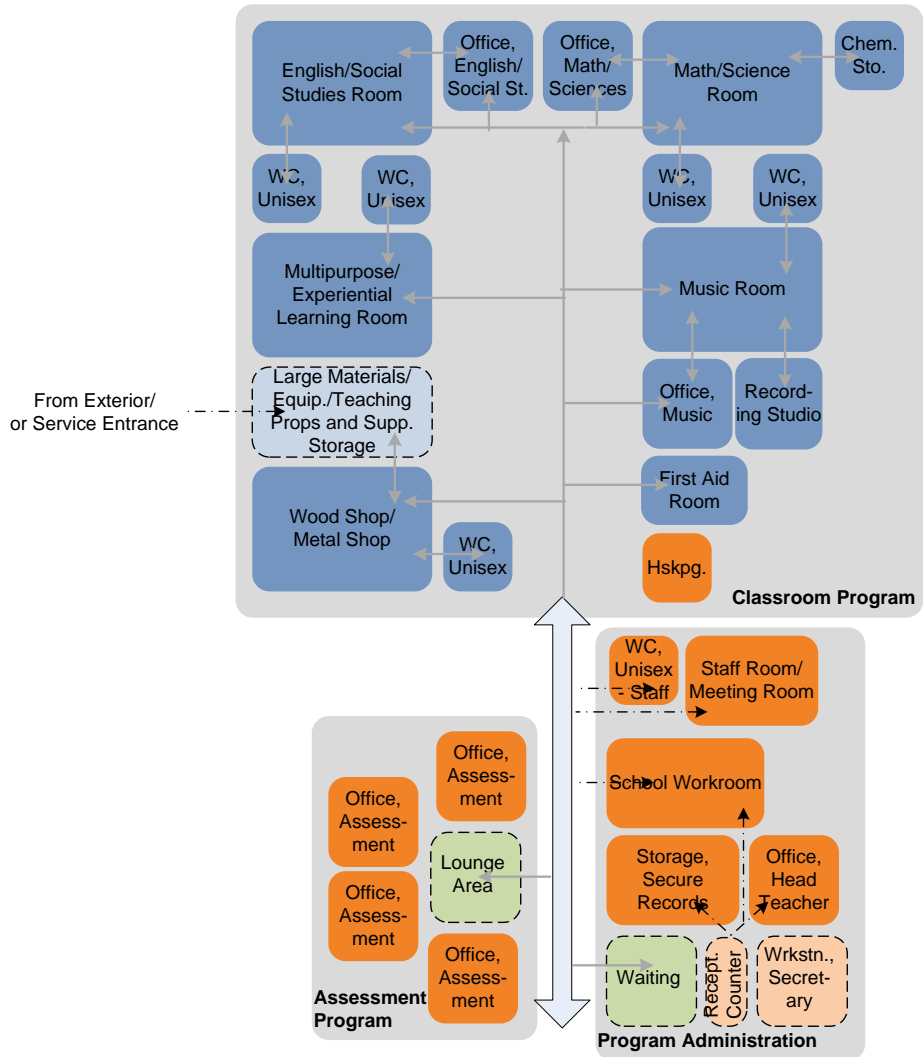
- 3.7.37 All computer equipment shall be secured to computer workstations.
- 3.7.38 The Wood Shop/Metal Shop shall be provided with specialized safety clearances for all fixed equipment, such as drills and saws, and for all workstations involving portable hand-held equipment.
- 3.7.39 The Wood Shop/Metal Shop shall be provided with secure storage for tools and equipment.

Building Systems Concepts

- 3.7.40 All doorways and doors shall be scaled to allow the movement of equipment and the frequent movement of groups of students.
- 3.7.41 The Wood Shop/Metal Shop shall be provided with a high ceiling and with specialized environmental systems, including specialized acoustic shielding, natural and high intensity lights, dust control, extraction systems, service sink, and floor drains.
- 3.7.42 The Wood Shop/Metal Shop shall have double doors and specialized storage systems capable of accommodating supplies and materials up to 1.22m by 2.44m (4 feet by 8 feet).
- 3.7.43 All surfaces shall be easily cleanable and maintainable.
- 3.7.44 All materials, windows, and doors shall be selected and designed to resist damage by vandalism.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- Visitor Open Area
- Visitor Enclosed Area
- Client Open Area
- Client Enclosed Area
- Staff Open Area
- Staff Enclosed Area
- Spatial Zone
- General Circulation
- Client/Visitor Access
- Staff Access
- Visual Connection
- Control Point

Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>Program Administration</u>			
07.01	Waiting	8.0	Shall accommodate waiting for 3
07.02	Reception Counter	2.0	
07.03	Workstation, Secretary	4.6	Shall accommodate desk, chair, and filing cabinet
07.04	Office, Head Teacher	11.1	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 1
07.05	School Workroom	12.0	Shall accommodate photocopier, supplies, storage
07.06	Storage, Secure Records	15.0	Shall accommodate 15 filing cabinets, lockable
07.07	Staff Room/Meeting Room	15.0	Shall accommodate table and seats for 6, counter, sink and refrigerator
07.08	Washroom, Unisex Staff	3.7	Shall include sink, toilet
Subtotal, Program Administration		71.4	
<u>Assessment Program</u>			
07.09	Lounge/Assessment Area	16.0	Shall accommodate soft seating for 2-3, snack table, fridge
07.10-01	Office, Assessments	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and testing areas with tables and 2 chairs
07.10-02	Office, Assessments	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and testing areas with tables and 2 chairs
07.10-03	Office, Assessments	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and testing areas with tables and 2 chairs
07.10-04	Office, Assessments	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and testing areas with tables and 2 chairs
	Storage, Records	0	See Ref. 06 Storage, Secure Records above
Subtotal, Assessment Program		76.0	

Ref	Space	Proposed Area nsm	Remarks
	<u>Classroom Program</u>		
07.11	Multipurpose/Experiential Learning Room	45.0	Shall include counter and sink; shall accommodate stove and fridge, crafts area, 2 group tables and 4 chairs for each, 4 computer stations, open and secure storage, pet area
07.12	Unisex Washroom,	3.7	Shall include 1 sink, 1 toilet
07.13	English/Social Studies Room	35.0	Shall accommodate workspace for teacher and 6 students, 2 group tables for 4 each, 4 computer stations, soft seating, open and secure storage, pet area
07.14	Office, English/Social Studies	7.4	Shall accommodate desk and chair, filing cabinet, bookcase
07.15	Unisex Washroom	3.7	Shall include sink, toilet
07.16	Math/Science Room	45.0	Shall include fumehood, 2 islands with 3 stations with gas, cup sinks, counter along perimeter; shall accommodate 2 group tables for 4 each, 4 computer stations, open and secure storage, pet area
07.17	Chemical Storage	2.0	Shall have threshold to contain spills
07.18	Office, Math/Science Room	7.4	Shall accommodate desk and chair, filing cabinet, bookcase
07.19	Unisex Washroom	3.7	Shall include sink, toilet
07.20	Music Room	22.0	Shall accommodate soundproofed workspace for teacher and 4 students, piano, 4 workstations, open and secure storage
07.21	Recording Booth/Music Room	10.0	Shall be glazed to Music Room and have acoustic separation
07.22	Office, Music Room	7.4	Shall accommodate desk and chair, filing cabinet, bookcase
07.23	Unisex Washroom	3.7	Shall include sink, toilet

Ref	Space	Proposed Area nsm	Remarks
07.24	Wood Shop/Metal Shop	80.0	Shall include utilitarian finishes, high head space; shall accommodate up to 6 power tool stations, hand tool benches, assembly and drying areas, storage; shall include sink, dust extraction system and elephant trunk ventilation; 220v power, station for instructor
07.25	Unisex Washroom	3.7	Shall include 1 sink, 1 toilet
07.26	Large Materials/Equipment/Teaching Props and Supply Storage	18.0	Shall be provided as open area
07.27	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
07.28	First Aid Room	10.3	Shall include counter, sink, cabinet; shall accommodate cot
Subtotal, Classroom Program		311.5	
Total		458.9	
<u>Exterior Space</u>			
Multipurpose Social Space		70	
Total		70	

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**FUNCTIONAL
DESCRIPTION**

This component, part of the Recreation Zone, will accommodate recreational facilities that provide general support for both non-residential and residential social and education programs.

Activities taking place may be part of the scheduled Maples Education Program or unstructured after-school general activities.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.8.1 Team and individual activities including badminton, volleyball, basketball hoops, floor hockey and gymnastics equipment and floor mats;
- 3.8.2 Arts and crafts activities, including a pottery wheel and kiln, glass blowing, silk-screening, drawing, painting; activities may occur simultaneously;
- 3.8.3 Individual activities in weight room;
- 3.8.4 Group activities in lounge;
- 3.8.5 Food preparation and serving as part of lounge activities;
- 3.8.6 Multi-person activities in pool/ping-pong lounge;
- 3.8.7 Occasional community presentations and ceremonies;
- 3.8.8 Aboriginal programs and ceremonies;
- 3.8.9 Storage and display of clothing and supplies;
- 3.8.10 Storage, accessing and setting up of equipment;
- 3.8.11 Secure bicycle storage; and
- 3.8.12 Administration activities associated with component facilities/activities.

Operational DescriptionHours of Operation

Hours of operation will be 8:30am to 10:30pm, including weekends.

Client Movement

Clients involved in both structured and/or unstructured activities in shared program areas are always monitored by staff.

A recreational van will transport staff and program attendees when recreational programs take place off-site.

WORKLOAD

The level of activity in this component is based on the number of non-residential and residential programs that access the shared recreational spaces, as well as the number of students enrolled in scheduled activities that are part of 7. Maples Education Program.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component, as well as visitors and clients.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Coordinator	1.0	1.0	1	-	-	-	-
Recreation CCC	2.0	1.5	2	0.5	1	-	-
Aboriginal Support Worker *	-	-	1	-	-	-	-
Art Teacher	1.0	1.0	1	-	-	-	-
Subtotal	4.0	3.5	5	0.5	1	-	-
<u>Additional Occupancy</u>							
Clients/Visitors	-	-	72	-	-	-	-
Subtotal	-	-	72	-	-	-	-
Total	4.0	3.5	77	0.5	1	-	-

* Contract Position.

AFFINITY CRITERIA

1

Entrances/Exits to
Exterior Social &
Recreational Spaces

Provide direct access by internal circulation to multiple entrances/ exits accessing adjacent exterior social and recreational spaces.

2

7. Maples Education
Program

Provide convenient access by general circulation to 7. Maples Education Program for the movement of clients and staff.

3

Residential
Neighbourhoods

Provide convenient access by general circulation to the Maples residential neighbourhoods for the movement of residential clients and staff.

4

13. General Building
Services

Provide convenient access by general circulation to 13. General Building Services for the frequent movement of supplies and equipment.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/
ConceptArchitectural Concepts

3.8.13 This component shall include the following spatial zones: General, Art Facility, Client Lounge Space, Fitness Facilities, and Exterior Area and include the following spaces:

3.8.13.a Shared Programs administration space, including coordinator's and aboriginal support worker office;

3.8.13.b Art Room, including Office, Art Room, studio for painting, drawing, pottery, silk-screening;

3.8.13.c Fitness facility, including open Gymnasium, Fitness Centre/Weight Room and change rooms; and

3.8.13.d Breakaway Lounge with seating, tables, computer workstations, pool and ping-pong tables, storage, small kitchen, serving area.

3.8.14 High ceiling shall be provided in the Gymnasium area.

3.8.15 All space featuring recreational equipment shall be scaled with appropriate clearances to allow ease of use.

3.8.16 Doorways to storage units shall be double width.

3.8.17 Direct access from the Gymnasium to adjacent exterior recreational space shall be provided.

Interior Design Concepts

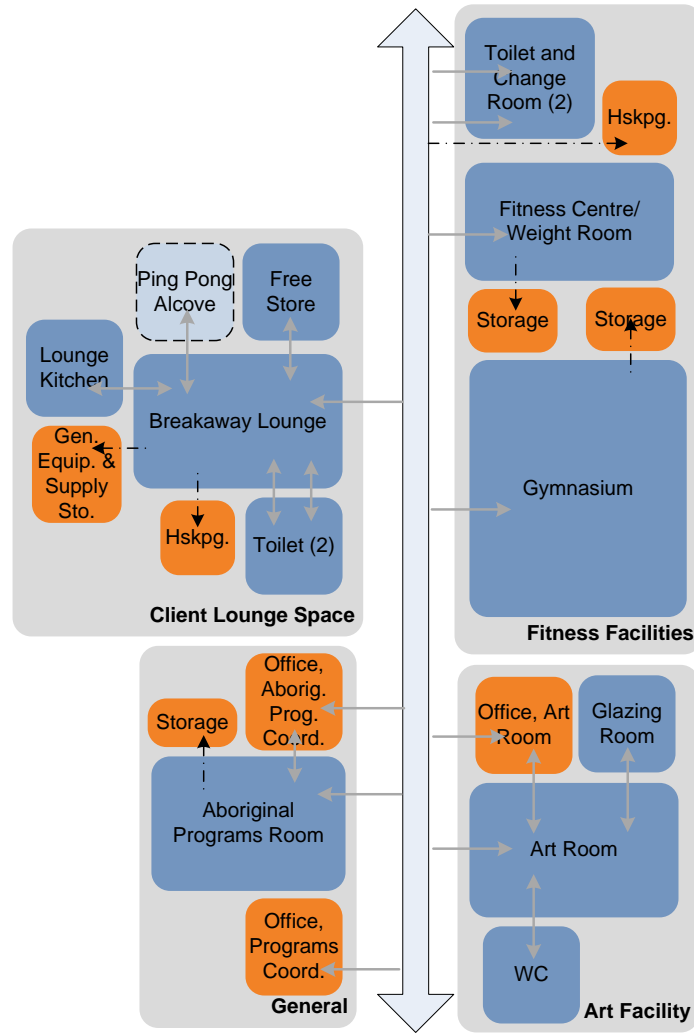
- 3.8.18 The Gymnasium shall be acoustically isolated to minimize disruption of adjacent activities.
- 3.8.19 The Breakaway Lounge shall be acoustically isolated to ensure a comfortable social environment.
- 3.8.20 Showers shall feature individual cubicles for maximum privacy.
- 3.8.21 The Art Room shall feature a studio environment, and shall include ample daylight, sinks, counters, storage systems, layout tables, art rack, drying rack, and kiln.
- 3.8.22 The Weight Room shall include two universal weight machines, four exercise stations, elliptical and treadmill equipment, exercise bikes and free weights.

Safety Concepts

- 3.8.23 All storage units/rooms shall be fully securable.

**Functional Relationship
Diagram**

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|--|-----------------------|--|---------------------|
| | Visitor Open Area | | General Circulation |
| | Visitor Enclosed Area | | Client Access |
| | Client Open Area | | Staff Access |
| | Client Enclosed Area | | Visual Connection |
| | Staff Open Area | | Control Point |
| | Staff Enclosed Area | | |
| | Spatial Zone | | |

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Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>General</u>			
08.01	Office, Programs Coordinator	11.1	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 2-3
08.02	Aboriginal Programs Room	20.0	Shall include sink, open area
08.03	Storage	4.0	
08.04	Office, Aboriginal Support Worker	9.2	Shall accommodate desk and chair, filing cabinet, bookcase and meeting space for 2
Subtotal, General		44.3	
<u>Art Facility</u>			
08.05	Art Room	60.0	Shall accommodate workspace for teacher and 6 simultaneous activities, sinks, kiln, pottery wheel, painting, open and secure supply storage
08.06	Glazing Room	8.0	Shall accommodate industrial shelving
08.07	Office, Art Room	7.4	Shall accommodate computer and printer
08.08	Unisex Washroom	3.7	Shall include sink and toilet
Subtotal, Art Facility		79.1	
<u>Client Lounge Space</u>			
08.09	Breakaway Lounge	60.0	Shall accommodate pool table, TV, 5 computer stations, lounge space for 15
08.10	Ping-Pong Alcove	25.0	
08.11	Breakaway Lounge Kitchen	12.0	Shall include counter, sink; shall accommodate fridge, microwave, serving station and storage
08.12	Free Store	12.0	Shall accommodate wall display area, mirror, change area, racks; room shall be lockable
08.13	General Equipment and Supply Storage	12.0	Shall accommodate 10 bikes
08.14	Washroom, Male	3.7	Shall include sink and toilet

Ref	Space	Proposed Area nsm	Remarks
08.15	Washroom, Female	3.7	Shall include sink and toilet
08.16	Shared Office, Recreational Programs Staff	11.1	Shall accommodate 2 workstations, storage cabinet (2)
08.17	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
Subtotal, Client Lounge Space		143.0	
<u>Fitness Facilities</u>			
08.18	Gymnasium	626.0	Shall include 9.1 metre ceiling height, basketball court, floor hockey area, gymnastics, presentation area
08.19	Equipment Storage	20.0	Shall accommodate gymnastic equipment, mats, outdoor recreational equipment
08.20	Fitness Centre/Weight Room	52.0	Shall accommodate 6 aerobic machines, free weight area and 2 selectorized machines, free weight area with 3 benches, stretching and functional area
08.21	Equipment Storage	20.0	
08.22	Washroom and Change Room, Male	20.0	Shall include vestibule, change area with half lockers, sinks, urinals, toilets
08.23	Washroom and Change Room, Female	20.0	Shall include vestibule, change area with lockers, sinks, toilets
08.24	First Aid Room	10.3	Shall include counter, sink, cabinet; shall accommodate cot
08.25	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
Subtotal, Fitness Facilities		771.8	
Total		1,038.2	

Ref	Space	Proposed Area nsm	Remarks
	<u>Exterior Area</u>		
	Outdoor Recreation Area	70	Shall include covered area, including hard surface for multipurpose outdoor activities
	Total	70	

**FUNCTIONAL
DESCRIPTION**

This component is one of the five neighbourhoods in the facility. The Response Program provides assessments for youth at risk, from ages 12 to 17, from anywhere in British Columbia. Client referrals originate with Child and Youth Mental Health.

The program and the component accommodate both on-site residential and non-residential clients. Residential clients may be present either five or seven days a week. Non-residents remain in their home or placement location while a non-residential care plan is developed.

The program utilizes assessments from the fields of social work, psychology, psychiatry, education, and child care/nursing. It then describes strategies for adults to use in assisting the youth's development in those areas.

During their contact with this program, non-resident and resident adolescent clients learn strategies for addressing major life challenges. An individual care plan which describes the dynamics of the youth's life in a variety of areas of human functioning is prepared for each client.

The purpose of the Community Care Plan is to provide a framework for understanding the client and to formulate strategies to assist the client, their families, and their communities in providing the best possible ongoing care.

The care plan is designed to be a "portable" document. Designed to be practically useful until the client reaches age 19, it is not contingent on specific resources within the community. It is written as a set of ideals rather than a set of recommendations based on the limitations of a specific family or community.

The ultimate goal is successful client re-integration into the community.

Client Profile

The residential population may include a frequently changing mix of male, female, and transgendered clients.

Clients typically present overlapping issues involving personal development, problematic family dynamics, social adjustment, and difficulty in navigating the steps to adulthood, all of which can lead to social, educational and vocational distress, as well as the potential for conduct disorders.

Possible presenting symptoms include:

- Aggression, including occasional violence;

- Withdrawal, depression and mood disorders;
- Internalized anxiety;
- Adjustment disorders that require care in a secure setting; and
- Clients may be potentially harmful to staff, other clients, and/or themselves.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.9.1 Private activities, sleeping, dressing, and storage of personal effects in private rooms provided for each client;
- 3.9.2 Utilization of ensuite toilet and showering facilities;
- 3.9.3 Utilization of shared bathing facilities;
- 3.9.4 Occasionally, clients may require isolation in comfort room;
- 3.9.5 Client participation in routine domestic activities, meal preparation, client laundry, and housekeeping, etc.;
- 3.9.6 Client participation in informal social activities, including conversation, games, watching TV, etc.;
- 3.9.7 Client participation in structured, supervised group domestic activities in the residential unit;
- 3.9.8 Clients may participate in regular tasks required by the operation of the unit;
- 3.9.9 Regular food services deliveries from a remote kitchen, with final food preparation occurring on-site, and served in a group setting;
- 3.9.10 Twenty-four hour staff monitoring, program administration and coordination, client consultation, individual counselling, and group therapy programs, and access to client medications;
- 3.9.11 Psychiatrist, psychologist and general practitioner client consultations; and
- 3.9.12 Family/client visits and staff consultations.

Operational Description

Hours of Operation

Residential and clinical supervision activities in this component will operate 24-hours a day, seven days a week. Typically, clinical assessment and consultation activities will occur between 8:00am and 5:00pm Monday to Friday.

Client Movement

- 3.9.13 Response youth may leave the facility as required.
- 3.9.14 Youth with voluntary admissions under the Mental Health Act may have unsupervised outings and unescorted travel to their home communities.
- 3.9.15 Typically, voluntary clients are not confined to a secured area. Unstructured activities include private indoor recreation, casual socializing, and access to extensive indoor athletic and craft opportunities.
- 3.9.16 Residents are at liberty to access outdoor recreational amenities and surroundings based on schedules determined by the program coordinator.
- 3.9.17 Residents may also leave the component to attend the Maples Education Program, which provides assessment of academic and cognitive dynamics as well as small-scale structure classroom experiences. The Maples Education Program also provides additional consultation to the youth's home, school and community.

Staff Movement

- 3.9.18 Staff involved with the non-residential program will be provided with an adjacent off-unit office.
- 3.9.19 Staff involved with the residential program will carry out some routine shift-change, administrative and record keeping tasks in secure staff-only work areas.
- 3.9.20 Staff involved with the residential program will carry out some routine clinical and group management activities in the common areas occupied by clients.
- 3.9.21 Due to the potential for client allegations against staff, staff members must avoid situations where they are alone with clients.
- 3.9.22 Staff may leave this component temporarily during their shift to spend time in the staff facilities in 5. Maples General Program Support and Staff Facility.

Materials and Supply Movement

- 3.9.23 Client personal effects will be stored in lockable units in Client Rooms.
- 3.9.24 Medical supplies and pharmaceuticals will be stored in lockable storage units in the Medical Room.
- 3.9.25 Limited equipment and housekeeping supplies are delivered to the unit from the building services component and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number of people accommodated in both non-residential and residential programs as well as the number of people attending related administrative and care planning meetings.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component as well as visitors and clients.

Position	Total		Days		Future		Nights	
	FTE	FTE	Shift	HC	FTE	Evenings Shift	FTE	Shift
						HC		HC
<u>Monday Through Friday</u>								
Program Coordinator	1.0	1.0	1		-	-	-	-
Shift Supervisor	2.5	1.3	1		1.3	1	-	-
Nurse/Child Care Counsellor	12.5	5.0	4		5.0	4	2.5	2
Subtotal	16.0	7.3	6		6.3	5	2.5	2
<u>Saturday/Sunday</u>								
Shift Supervisor	0.5	-	-		-	-	0.5	1
Nurse/Child Care Counsellor	4.5	2.0	4		2.0	4	0.5	1
Subtotal	5.0	2.0	4		2.0	4	1.0	2
<u>Additional Occupancy</u>								
Clients	-	-	8		-	8	-	8
Social Worker *	-	-	2		-	-	-	-
Psychiatrist *	-	-	1		-	-	-	-
Psychologist *	-	-	1		-	-	-	-

Position	Total		Days		Future		
	FTE	FTE	Shift	HC	Evenings Shift	FTE	Nights Shift
	FTE	FTE	HC	HC	HC	FTE	HC
Psychology Assistant *	-	-	1	-	-	-	-
General Practitioner *	-	-	-	-	-	-	-
Subtotal	-	-	13	-	8	-	8
Total	21.0	9.3	19 **	8.3	13 **	3.5	10 **

* Based in Clinical Support component.

** Calculated using higher Head Count of Monday through Friday and Saturday/Sunday.

AFFINITY CRITERIA

- 1 13. General Building Services Provide direct access by general circulation to 13. Maples General Building Services to enable the delivery of food prepared in the Unit Kitchen or delivered from outside suppliers.
- 2 7. Maples Education Program Provide convenient access by general circulation to 7. Maples Education Program for the movement of residential clients and staff.
- 3 8. Shared Programs Provide convenient access by general circulation to 8. Shared Programs for the movement of outpatient and residential clients.
- 4 6. Maples Clinical Support Provide convenient access by general circulation to 6. Maples Clinical Support for the movement of clients and staff.
- 3 5. Maples General Program Support and Staff Facility Provide convenient access by general circulation to 5. Maples General Program Support and Staff Facility for movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/ Concepts

Architectural Concepts

- 3.9.26 Notwithstanding that this component is a secure, defined spatial unit, it shall be configured in two areas – Off Living Unit and Living Unit that will include the following spatial areas:
 - 3.9.26.a a series of support spaces housing nursing, clinical, and support service functions, all of which require proximity to and secure access from the exterior of the component;

- 3.9.26.b a series of spaces housing general communal living functions positioned between the support zone above and the private room zone below; and
- 3.9.26.c private rooms for individual client sleeping, private recreation, and/or confinement.
- 3.9.27 All functions and spaces shall be located on a single, contiguous level.
- 3.9.28 The Care Team Station shall be centrally located and shall consist of a staff-only workspace and a client-facing workspace with a view of client occupied spaces in the unit.
- 3.9.29 Common spaces shall be grouped and separated from Client Rooms.
- 3.9.30 Design shall provide options to arrange secure access to groups of Client Rooms assigned by gender (including transgender).

Interior Design Concepts

- 3.9.31 A domestic, residential, non-institutional environment shall be provided.
- 3.9.32 Many residents/clients are behaviourally and socially challenged; an ordered environment shall be provided with enough space to allow opportunities for sustained orientation and personal security while involved in most activities.
- 3.9.33 An abundance of natural light and views of the exterior shall be provided.
- 3.9.34 Neutral but distinctive colour schemes shall be provided.
- 3.9.35 Acoustic controls shall be provided throughout, including between Client Rooms, Secure Rooms, and Interview/ Psychological Testing Rooms and Consultation Rooms.
- 3.9.36 Client Rooms shall include built in furnishings.
- 3.9.37 Common areas shall include re-arrangeable furnishings.

Safety Concepts

- 3.9.38 Furnishings, fixtures and features that could be dismantled and/or adapted to cause injury to the client and/or others in the

event of self-harm and/or anti-social behaviour shall not be provided.

Building Systems Concepts

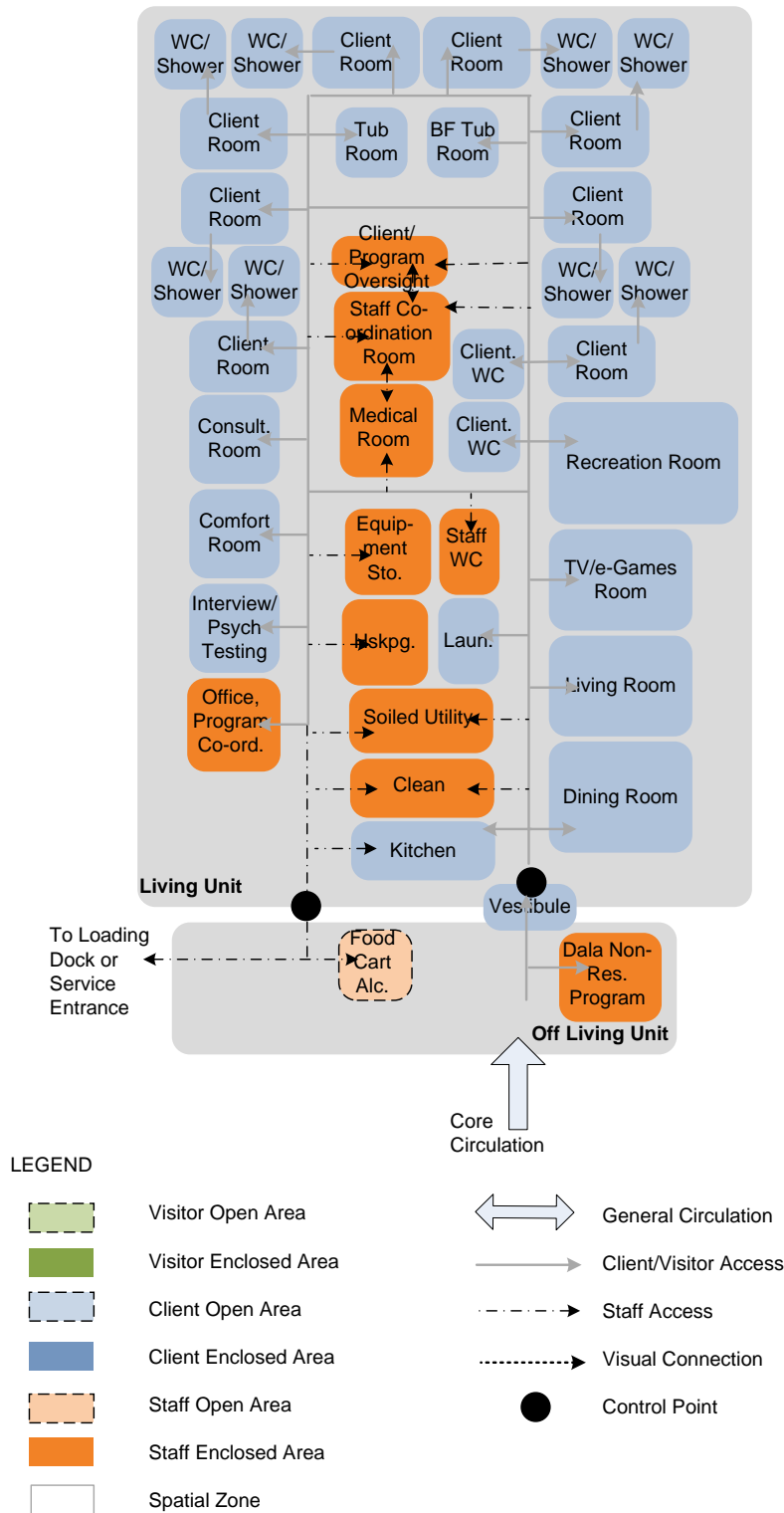
3.9.39 Door systems for Client Rooms shall have a viewing panel, and shall be designed so that clients cannot barricade themselves from the interior of the room.

3.9.40 All surfaces shall be easily cleanable and maintainable.

3.9.41 All materials, windows, and doors shall be selected and designed to resist damage by vandalism.

**Functional Relationship
Diagram**

The spatial organization of this component shall be as indicated in the diagram below:



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Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>Off Living Unit</u>			
09.01	Secure Interview Room	12.0	Shall include sink; shall accommodate bench
09.02	Food Cart Alcove	2.5	Shall be located adjacent to Unit Kitchen
Subtotal, Off Living Unit		14.5	
<u>Living Unit</u>			
09.03	Living Unit Vestibule	3.0	
09.04	Care Team Station: Confidential Staff Coordination Room	22.0	Shall accommodate meeting space for 10
09.05	Care Team Station: Direct Client/Program Oversight	13.5	Shall accommodate 3 workstations with computers
09.06	Medical Room	14.0	Shall include sink and secure med storage; shall accommodate desk and chair, refrigeration, cot; must meet WCB Regulations for a First Aid Room as it will be used as such; Special Equipment: alarmed fridge, suction machine, computer, AED
09.07	Washroom, Staff	3.7	Shall include sink, toilet
09.08	Consultation Room	12.0	Shall accommodate small desk, comfortable seating for 2-3, phone, confidential area
09.09	Interview/Psychological Testing Room	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and round meeting table for testing
09.10	Unit Kitchen	20.0	Shall include fridge, stove, dishwasher, sink, cupboards, pull down panel over counter, lockable door; access to Food Cart alcove shall be provided
09.11	Dining Area	22.0	Shall accommodate 12 at family style dining table
09.12	Client Phone Station	1.0	
09.13	Office, Program Coordinator	9.2	Shall accommodate desk and chair, filing cabinet, bookcase

Ref	Space	Proposed Area nsm	Remarks
			and side chair
09.14	Living Room	30.0	Shall accommodate 12 in soft furniture
09.15	Recreation Room	53.9	Shall accommodate pool table, ping-pong table and foosball
09.16	TV/e-Games Room	24.0	Shall accommodate 72" TV, 3 24" computer game consoles
09.17	Laundry Room	8.0	Shall accommodate large capacity washer and dryer, folding table and ironing area
09.18	Furniture and Equipment Storage	10.0	
09.19	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
09.20	Clean Utility	11.0	Shall accommodate shelves for linens and supplies, accommodates linen cart; shall be accessible from off-unit
09.21	Soiled Utility	11.0	Shall include sink, drain
09.22-01	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-02	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-03	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-04	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower

Ref	Space	Proposed Area nsm	Remarks
09.22-05	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-06	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-07	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.22-08	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
09.23-01	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-02	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-03	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-04	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-05	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-06	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.23-07	Toilet/Shower	4.6	Shall include sink, toilet, shower
09.24	Toilet/Shower, Barrier-Free	5.6	Shall include sink, toilet, shower
09.25-01	Toilet, Barrier-Free	5.6	Shall include sink, toilet
09.25-02	Toilet, Barrier-Free	5.6	Shall include sink, toilet
09.26	Bath/Shower	4.5	Shall include bath/shower and sink
09.27	Barrier-Free Shower Room	4.7	Shall include bath/shower and sink

Ref	Space	Proposed Area nsm	Remarks
09.28	Comfort Room	13.0	Shall accommodate comfortable chair, music, window with blackout capability, should be located in a quiet area, with high acoustic separation
	Subtotal, Living Unit	462.9	
	Total	477.4	

**FUNCTIONAL
DESCRIPTION**

This component, one of five neighbourhoods in the facility, accommodates a treatment program for youth from anywhere in British Columbia, from ages 12 to 17, with formal disorders of thought or affect, or anxiety disorders. The program serves residential clients.

Admissions are voluntary, and are relatively infrequent, as the program lasts 90 days.

Attachment theory is the theoretical construct for this program. The program utilizes assessments from the fields of social work, psychology, psychiatry, education, and child care/nursing. The program provides strategies for adults to use in assisting the youth's development in those areas.

For youth admitted to the Dala Program, two treatment streams are required:

- The need for further assessment and intervention, followed by reduction of symptoms and increase in social integration, where possible; and
- The need for assistance in guiding family members involved in the treatment and caregiving process.

During their contact with this program, adolescent clients learn strategies for addressing major life challenges.

General goals of the program include:

- Help improve mental health and social integration;
- Help youth with skills (vocational, educational, social, and recreational) necessary to enhance the quality of their life;
- Enhance the skills and functioning of the family;
- Develop the youth's social support network; and
- Develop the youth's family and community support network.

Individual treatment goals are set prior to admission, in conjunction with the youth, caregivers, referring agents and the Maples. Dala staff members, including the social worker and psychiatrist, are available for pre-placement consultation in the community and during preliminary community visits to Maples, providing assistance during decision-making.

Client Profile

The ultimate goal of the program is successful client re-integration into the community. Some clients are jointly enrolled in the Response Program and for them a care plan is developed.

Treatment goals are designed to be “portable”; they do not apply to specific resources within the community. They are a set of desired outcomes rather than a set of recommendations based on the limitations of a specific family or community.

The residential population may include a frequently changing mix of male, female, and transgendered clients.

Clients typically present many mental health issues, including extreme anxiety and social aversion, which can lead to withdrawal, technology addiction, and/or acting out.

Typically, clients in this component are not conduct disordered. Their mental condition is fragile; they are vulnerable and cannot come in contact with conduct-disordered clients.

Possible presenting symptoms include:

- Schizophrenia;
- Bipolar disorder;
- Depression;
- Mood disorder;
- Internalized anxiety;
- Behaviour disorders that are often associated with other problems such as Tourette’s Syndrome, ADHD, etc.; and
- Psychiatric disorders that require care in a secure setting.

Due to their unique sensitivities, clients require a quiet, orderly environment that is perceived as safe and predictable.

Typically, Dala clients have more mobility and autonomy than clients of other programs.

Clients may be potentially harmful to staff, other clients, and/or themselves.

Services/Activities

Activities accommodated in this component shall include but not be limited to:

- 3.10.1 Private activities, sleeping, dressing, and storage of personal effects in private rooms provided for each client;
- 3.10.2 Utilization of ensuite toilet and showering facilities;
- 3.10.3 Utilization of shared bathing facilities;
- 3.10.4 Occasionally, clients may require isolation in a comfort room;
- 3.10.5 Client participation in routine domestic activities, meal preparation, client laundry, and housekeeping, etc.;
- 3.10.6 Client participation in informal social activities, including conversation, games, watching TV, etc.;
- 3.10.7 Client participation in structured, supervised group domestic activities in the residential unit;
- 3.10.8 Clients may participate in regular tasks required by the operation of the unit;
- 3.10.9 Regular food delivery from a remote kitchen, with final food preparation occurring on-site, and served in a group setting;
- 3.10.10 Twenty-four hour staff monitoring, program administration and coordination, client consultation, individual counselling, and group therapy programs, and access to client medications;
- 3.10.11 Psychiatrist, psychologist and general practitioner client consultations; and
- 3.10.12 Family/client visits and staff consultations.

Operational DescriptionHours of Operation

Residential and clinical supervision activities in this component will operate 24-hours a day, seven days a week. Typically, clinical assessment and consultation activities will occur between 8:00am and 5:00pm Monday to Friday.

Client Movement

3.10.13 Typically, voluntary clients are not confined to a secured area; unstructured activities include private indoor recreation, casual socializing, and access to extensive indoor athletic and craft opportunities.

3.10.14 Residents are at liberty to access outdoor recreational amenities and surroundings based on schedules determined by the program coordinator.

3.10.15 Residents may also leave the component to attend the Maples Education Program, which provides assessment of academic and cognitive dynamics as well as small-scale structure classroom experiences.

Staff Movement

3.10.16 Staff involved with the non-residential program will be provided with an adjacent off-unit office.

3.10.17 Staff involved with the residential program will carry out some routine shift-change, administrative and record keeping tasks in secure staff-only work areas.

3.10.18 Staff involved with the residential program will carry out some routine clinical and group management activities in the common areas occupied by clients.

3.10.19 Due to the potential for client allegations against staff, staff members must avoid situations where they are alone with clients.

3.10.20 Staff may leave this component temporarily during their shift to spend time in the staff facilities in 5. Maples General Program Support and Staff Facility component.

Materials and Supply Movement

3.10.21 Client personal effects will be stored in lockable units in Client Rooms.

3.10.22 Medical supplies and pharmaceuticals will be stored in lockable storage units in the Medical Room.

3.10.23 Limited equipment and housekeeping supplies are delivered to the unit from 13. General Building Services component and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number of people accommodated in both non-residential and residential programs as well as the number of people attending related administrative and care-

planning meetings.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component as well as visitors and clients.

Position	Total FTE	Days		Future Evenings		Nights	
		FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Program Coordinator	1.0	1.0	1	-	-	-	-
Child Care Counsellor, Non-Residential Program	1.0	1.0	2	-	-	-	-
Shift Supervisor	2.5	1.3	1	1.3	1	-	-
Child Care Counsellor/Nurse	10.0	3.8	3	3.8	3	2.5	2
Subtotal	14.5	7.1	7	5.0	4	2.5	2
<u>Saturday/Sunday</u>							
Shift Supervisor	0.5	-	-	0.5	1	-	-
Child Care Counsellor/Nurse	3.0	1.5	3	1.0	2	0.5	1
Nurse	0.5	-	-	-	-	0.5	1
Child Care Counsellor	0.5	-	-	-	-	0.5	1
Subtotal	4.5	1.5	3	1.5	3	1.5	3
<u>Additional Occupancy</u>							
Clients	-	-	6	-	6	-	6
Social Worker *	-	-	2	-	-	-	-
Psychiatrist *	-	-	1	-	-	-	-
Psychologist *	-	-	1	-	-	-	-
Psychology Assistant *	-	-	1	-	-	-	-
General Practitioner *	-	-	1	-	-	-	-
Subtotal	-	-	12	-	6	-	6
Total	19.0	8.6	17 **	6.5	10 **	4.0	9 **

* Based in Clinical Support component.

** Calculated using higher Head Count of Monday through Friday or Saturday/Sunday.

AFFINITY CRITERIA

- 1 13. General Building Services
Provide direct access by general circulation to 13. General Building Services to enable the delivery of food prepared in an on-site kitchen or delivered from outside suppliers.
- 2 7. Maples Education Program
Provide convenient access by general circulation to 7. Maples Education Program for the movement of residential clients and staff.
- 3 8. Shared Programs
Provide convenient access by general circulation to 8. Shared Programs for the movement of outpatient and residential clients.
- 4 6. Maples Clinical Support
Provide convenient access by general circulation to the 6. Maples Clinical Support for the movement of clients and staff.
- 3 5. Maples General Program Support and Staff Facility
Provide convenient access by general circulation to the 5. Maples General Program Support and Staff Facility for the movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

**Internal Relationships/
Concept**

Architectural Concepts

3.10.24 Notwithstanding that this component is a secure, defined spatial unit, it shall include within it the following spatial areas:

3.10.24.a a series of support spaces housing nursing, clinical, and support service functions, all of which require proximity to and secure access from the exterior of the component;

3.10.24.b a series of spaces housing general communal living functions positioned between the support zone above and the private room zone below; and

3.10.24.c private rooms for individual client sleeping, private recreation, and/or confinement.

3.10.25 All functions and spaces shall be accommodated on a single, contiguous level.

3.10.26 The Care Team Station shall be centrally located.

3.10.27 Common spaces shall be grouped and shall be separated from Client Rooms.

3.10.28 Design shall provide options to arrange secure access to groups of Client Rooms assigned by gender (including transgender).

Interior Design Concepts

3.10.29 A quiet, orderly, domestic, residential, non-institutional environment shall be provided.

3.10.30 Many residents/clients are behaviourally and socially challenged; an ordered environment shall be provided with enough space to allow opportunities for sustained orientation and personal security while involved in most activities.

3.10.31 An abundance of natural light and views of the exterior shall be provided.

3.10.32 Neutral but distinctive colour schemes shall be provided.

3.10.33 Acoustic controls shall be provided throughout, including between Client Rooms, Secure Rooms, and Interview and Consultation spaces.

3.10.34 Variable lighting systems shall be provided in general and individual areas.

3.10.35 Client Rooms shall include built in furnishings rooms.

3.10.36 Re-arrangeable furnishings shall be included in common areas.

Safety Concepts

3.10.37 Group activities and entrances to Client Rooms shall be visible from the Care Team Station.

3.10.38 All Care Team Station, office, Medical Room, and Consultation spaces shall be provided with two entrances/exits.

3.10.39 Furnishings, fixtures and features that could be dismantled and/or adapted to cause injury to the client and/or others in the event of self-harm and/or anti-social behaviour shall not be provided.

Building Systems Concepts

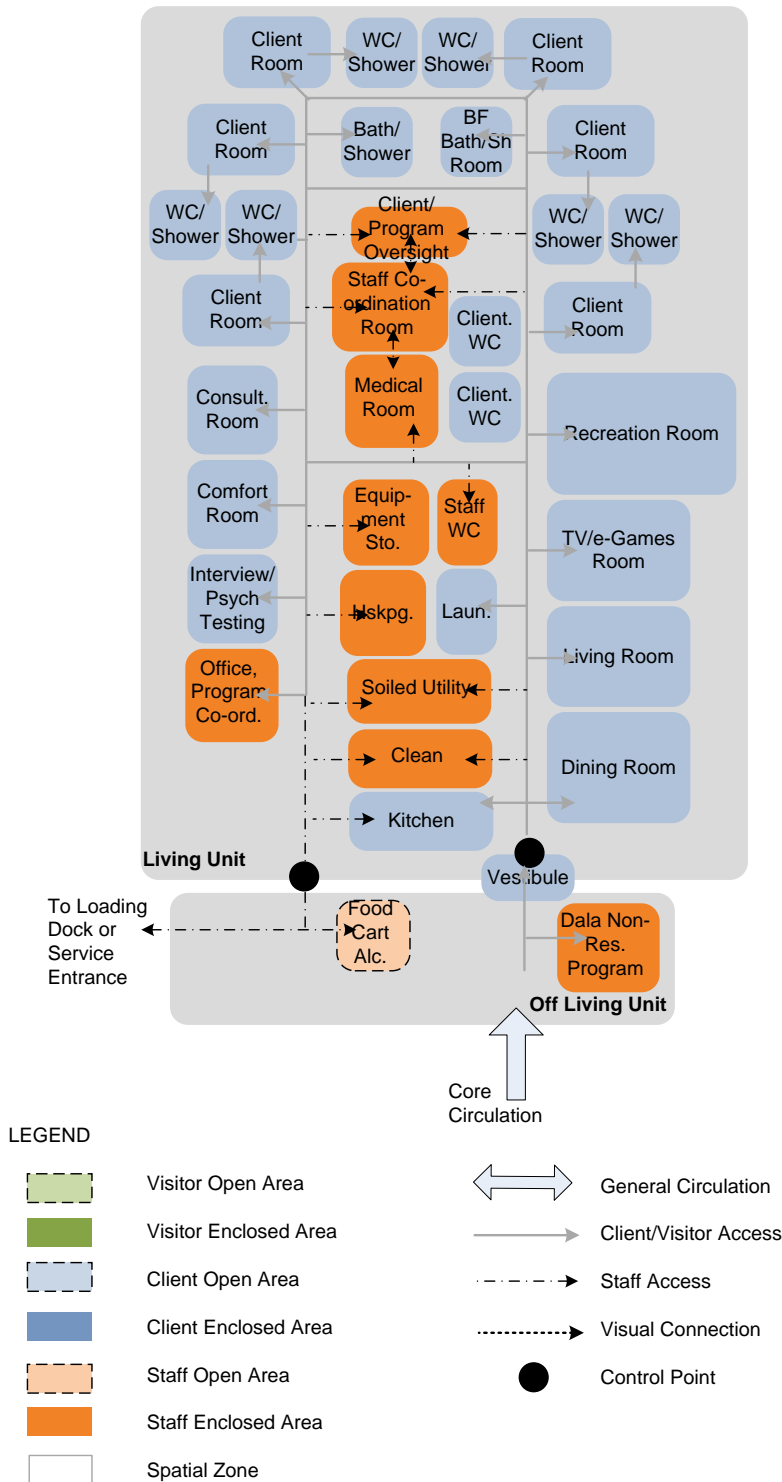
3.10.40 Door systems for Client Rooms shall have a viewing panel, and shall be designed so that clients cannot barricade themselves from the interior of the room.

3.10.41 All surfaces shall be easily cleanable and maintainable.

3.10.42 All materials, windows, and doors shall be selected and designed to resist damage by vandalism.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



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Space Requirements

Ref	Space	Proposed Area nsm	Remarks
	<u>Off Living Unit</u>		
10.01	Dala Non-Residential Program Shared Office	13.0	Shall accommodate 2 workstations, filing cabinets(2), bookcase, 2 side chairs
10.02	Food Cart Alcove	2.5	Shall be located adjacent to Unit kitchen
	Subtotal, Off Living Unit	15.5	
	<u>Living Unit</u>		
10.03	Living Unit Vestibule	3.0	
10.04	Care Team Station: Confidential Staff Coordination Room	20.0	Shall accommodate meeting space for 10, staff lockers
10.05	Care Team Station: Direct Client/Program Oversight	13.5	Shall accommodate 3 workstations with computers
10.06	Medical Room	14.0	Shall accommodate desk and chair, secure med storage, sink, under counter fridge, cot; must meet WCB Regulations for a First Aid Room as it will be used as such
10.07	Washroom, Staff	3.7	Shall include sink, toilet
10.08	Consultation Room	12.0	Shall accommodate small desk, comfortable seating for 2-3, confidential area
10.09	Interview/Psychological Testing Room	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and round meeting table for testing
10.10	Unit Kitchen	20.0	Shall include fridge, stove, dishwasher, sink, cupboards, pull down panel over counter, lockable door; shall have access to Food Cart Alcove
10.11	Dining Area	25.0	Shall accommodate 10 at family style dining table
10.12	Client Phone Station	1.0	
10.13	Office, Program Coordinator	9.2	Shall accommodate L-shaped desk and chair, filing cabinet, bookcase, side chair, adjacent to staff station

Ref	Space	Proposed Area nsm	Remarks
10.14	Living Room	22.5	Shall accommodate 9 in soft furniture
10.15	Rec Room	55.0	Shall accommodate pool table, ping-pong table and foosball
10.16	TV/e-Games Room	24.0	Shall accommodate 72" TV, 3 24" computer game consoles
10.17	Laundry Room	8.0	Shall accommodate large capacity washer and dryer, folding table and ironing area
10.18	Furniture and Equipment Storage	10.0	
10.19	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
10.20	Clean Utility	11.0	Shall accommodate shelves for linens and supplies, accommodates linen cart; shall be accessible from off-unit
10.21	Soiled Utility	11.0	Shall include sink; shall accommodate open area for linens; shall be accessible from off-unit as well as on-unit
10.22-01	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
10.22-02	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
10.22-03	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
10.22-04	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
10.22-05	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access

Ref	Space	Proposed Area nsm	Remarks
			to ensuite Toilet/Shower
10.22-06	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
10.23-01	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
10.23-02	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
10.23-03	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
10.23-04	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
10.23-05	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
10.24	Toilet/Shower, Barrier-Free	5.6	Shall include sink, toilet, shower
10.25-01	Toilet, Barrier-Free	5.6	Include sink, toilet
10.25-02	Toilet, Barrier-Free	5.6	Includes sink, toilet
10.26	Bath/Shower	4.5	Shall include tub and sink
10.27	Barrier-Free Bath/Shower Room	4.5	Shall include bath/shower and sink
10.28	Comfort Room	13.0	Shall be located in quiet area, with high acoustic separation
	Subtotal, Living Unit	421.2	
	Total	436.7	

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**FUNCTIONAL
DESCRIPTION**

This component is one of five neighbourhoods in the facility. The Crossroads Program admits adolescents with complicated clinical and behavioural issues in a secure 90-day residential program. These residents are admitted under the Mental Health Act. Crossroads also admits adolescents who have been found Unfit to Stand Trial or Not Criminally Responsible by Reason of a Mental Disorder and who are required to be in a designated facility for youth (designated as Forensic). The length of stay of clients in the Forensics Program is determined in conjunction with the BC Review Board. The adolescents admitted to the Crossroads Forensic Program are clinically similar to those admitted under the Mental Health Act, and also pose a significant risk of violence or other harm to the public.

Admissions may be either voluntary or involuntary; although the program strives to maintain an open setting, there are constraints imposed by laws and policies related to delivering both voluntary and involuntary care services.

Attachment theory is the theoretical basis for this program. The program utilizes assessments from the fields of social work, psychology, psychiatry, education, and child care/nursing. It then describes strategies for adults to use in assisting the youth's development in those areas.

During their contact with this program, adolescent clients learn strategies for addressing major life challenges.

General goals of the Crossroads Program include:

- Improving the mental health of the youth;
- Enhancing the skills and functioning of the family;
- Developing the youth's social support network; and
- Developing the youth's family and community support network.

The Crossroads Program emphasizes:

- Individual treatment plans;
- Positive attachment experiences;
- The development of skills needed for independent living;
- A safe and predictable environment with healthy routines;
- Positive, social, educational, vocational and recreational experiences; and

- A work experience program.

Training and counselling for caregivers and families are a critical part of the treatment program, with frequent family visits to Maples and typically frequent home visits for the client.

Crossroads staff members, including the social worker and psychiatrist, will be available for consultation with the client, family members and the community, providing assistance during care planning and decision-making.

During residency a post-discharge care plan format is developed, closely modeled on that of the Response Program. The ultimate goal of the program is successful client re-integration into the community.

After discharge from Maples, Crossroads Forensic youth may have a continuing relationship with community clinics of the Youth Forensic Psychiatric Service.

Client Profile

The residential population may include a frequently changing mix of male, female, and transgendered clients.

Clients typically present with abandonment and attachment issues which can lead to conflict, acting out, violence and subsequent restraint and seclusion.

Elements common among youth admitted to the Crossroads Program include:

- 3.11.1 Behavioural disorders that are often associated with other problems such as Tourette's Syndrome, ADHD, etc.;
- 3.11.2 Psychiatric disorders that require care in a secure setting;
- 3.11.3 Clients may be potentially harmful to staff, other clients, and/or themselves;
- 3.11.4 Formal thought and behaviour disorders that are often associated with circumstances such as family violence and criminal activity;
- 3.11.5 The potential for extreme aggression and serious anti-social behaviour; and
- 3.11.6 Serious risk of self-harm and suicide.

Services/Activities

Activities accommodated in this component include:

- 3.11.7 Private activities, sleeping, dressing, and storage of personal effects in private rooms provided for each client;
- 3.11.8 Utilization of ensuite toilet and bathing facilities;
- 3.11.9 Occasionally, clients will require isolation in a Comfort Room or Secure Rooms;
- 3.11.10 Client participation in routine domestic activities, meal preparation, client laundry, and housekeeping, etc.;
- 3.11.11 Client participation in informal social activities, including conversation, games, watching TV etc.;
- 3.11.12 Client participation in structured, supervised group domestic activities in the residential unit;
- 3.11.13 Client participation in regular tasks required for the operation of the unit;
- 3.11.14 Regular food services deliveries from a remote kitchen; with final food preparation occurring on-site, and served in a group setting;
- 3.11.15 Participating in group food preparation activities;
- 3.11.16 Washing and drying personal laundry;
- 3.11.17 Twenty-four hour staff monitoring, program administration and coordination, client consultation, individual counselling, and group therapy programs, and access to client medications;
- 3.11.18 Psychiatrist, psychologist and general practitioner client consultations; and
- 3.11.19 Family/client visits and staff consultations.

Operational Description

Hours of Operation

Residential and clinical supervision activities in this component will operate 24-hours a day, seven days a week. Typically, clinical assessment and consultation activities will occur between 8:00am and 5:00pm Monday to Friday.

Client Movement

3.11.20 In virtually all cases, and with the exception of Crossroads Forensic clients who may not leave the unit, Crossroads clients may leave the locked facility under supervision of Maples staff.

- 3.11.21 Youth with voluntary admissions under the Mental Health Act may have unsupervised outings and unescorted travel to their home communities.
- 3.11.22 Typically, voluntary clients are not confined to a secured area; unstructured activities include private indoor recreation, casual socializing, and access to extensive indoor athletic and craft opportunities.
- 3.11.23 Residents may access a secured outdoor recreational space adjacent to this unit.
- 3.11.24 Residents do not leave the component to attend the Maples Education Program, which provides assessment of academic and cognitive dynamics as well as small-scale structure classroom experiences. The education programs use secure space within the component itself.

Staff Movement

- 3.11.25 Staff involved with the non-residential program will be provided with an adjacent off-unit office.
- 3.11.26 Staff involved with the residential program will carry out some routine shift-change, administrative and record keeping tasks in secure staff-only work areas. Staff will also use this area for shift change and clinical meetings.
- 3.11.27 Staff involved with the residential program will carry out some routine clinical and group management activities in the common areas occupied by clients.
- 3.11.28 Due to the potential for client allegations against staff, staff members must avoid situations where they are alone with clients.
- 3.11.29 Staff may leave this component temporarily during their shift to spend time in the staff facilities in 5. Maples General Program Support and Staff Facility component.

Materials and Supply Movement

- 3.11.30 Client personal effects will be stored in lockable units in Client Rooms.

3.11.31 Medical supplies and pharmaceuticals will be stored in lockable storage units in the Medical Room.

3.11.32 Limited equipment and housekeeping supplies are delivered to the unit from the building services component and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number of people accommodated in both non-residential and residential programs as well as the number of people attending related administrative and care-planning meetings.

STAFFING & OCCUPANCY ESTIMATE

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component as well as visitors and clients.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Program Coordinator	1.0	1.0	1	-	-	-	-
Shift Supervisor	2.5	1.3	1	1.3	1	-	-
Child Care Counsellor/Nurse	12.5	5.0	4	5.0	4	2.5	2
Psychiatrist *	-	-	1	-	-	-	-
Subtotal	16.0	7.3	7	6.3	5	2.5	2
<u>Saturday/Sunday</u>							
Shift Supervisor	0.5	0.5	1	-	-	-	-
Child Care Counsellor/Nurse	3.5	1.5	3	2.0	4	-	-
Nurse	0.5	-	-	-	-	0.5	1
Child Care Counsellor	0.5	-	-	-	-	0.5	1
Subtotal	5.0	2.0	4	2.0	4	1.0	2
<u>Additional Occupancy</u>							
Clients	-	-	8	-	8	-	8
Social Worker **	-	-	2	-	-	-	-
Psychologist **	-	-	1	-	-	-	-
Psychology Assistant **	-	-	1	-	-	-	-
General Practitioner **	-	-	2	-	-	-	-

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	Shift HC	FTE	Shift HC	FTE	Shift HC
Subtotal	-	-	14		-	8	-	8
Total	21.0	9.3	22***		6.6	13***	2.8	10***

* Contract Position.

** Based in Clinical Support Component.

***Calculated using higher Head Count of Monday through Friday or Saturday/Sunday.

AFFINITY CRITERIA

- 1 13. General Building Services Provide direct access by general circulation to 13. General Building Services to enable the delivery of food.
- 2 7. Maples Education Program Provide convenient access by general circulation to the 7. Maples Education Program for the movement of residential clients and staff.
- 3 8. Shared Programs Provide convenient access by general circulation to 8. Shared Programs for the movement of outpatient and residential clients.
- 4 6. Maples Clinical Support Provide convenient access by general circulation to the 6. Maples Clinical Support for the movement of clients and staff.
- 5 5. Maples General Program Support and Staff Facility Provide convenient access by general circulation the 5. Maples General Program Support and Staff Facility for the movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/ Concepts

Architectural Concepts

3.11.33 Notwithstanding that this component is a secure, defined spatial unit, it shall include three areas – Off Living Unit, Secure Program and Living Unit, and Exterior Space which accommodate the following spatial areas:

3.11.33.a a series of support spaces housing nursing, clinical, and support service functions, all of which require

proximity to and secure access from the exterior of the component;

3.11.33.b a series of spaces housing general communal living functions positioned between the support zone above and the private room zone below; and

3.11.33.c private rooms for individual client sleeping, private recreation, and/or confinement.

3.11.34 A discreet entry, with a double door secure anteroom shall be provided for the arrival of clients in custody.

3.11.35 All functions and spaces shall be accommodated on a single contiguous level.

3.11.36 The Care Team Station shall be centrally located and shall consist of a staff-only workspace and a client-facing workspace with a view of client occupied spaces in the unit.

3.11.37 The Comfort Room shall be located adjacent to the Care Team Station.

3.11.38 Common spaces shall be grouped and shall be separated from Client Rooms.

3.11.39 This program shall have a secured exterior space and exercise area.

3.11.40 Design shall provide options to arrange secure access to groups of Client Rooms assigned by gender, (including transgender).

3.11.41 Support spaces shall have access from both the exterior of the unit and the interior of the unit.

Interior Design Concepts

3.11.42 A domestic, residential, not institutional environment shall be provided.

3.11.43 Many residents/clients are behaviourally and socially challenged; an ordered environment with enough space to allow opportunities for sustained orientation and personal security while involved in most activities shall be provided.

3.11.44 An abundance of natural light and views of the exterior shall be provided.

- 3.11.45 Neutral but distinctive colour schemes shall be provided.
- 3.11.46 Acoustic controls shall be provided throughout, including between Client Rooms, Secure Rooms, Interview Rooms, Consultation Rooms, and staff offices (Program Coordinator, Psychologist).
- 3.11.47 Built-in furnishings shall be provided in Client Rooms.
- 3.11.48 Re-arrangeable furnishings shall be provided in common areas.
- 3.11.49 Ensure materials used are extremely durable due to the propensity for intentional damage and inadvertent damage (e.g., through head banging).

Safety Concepts

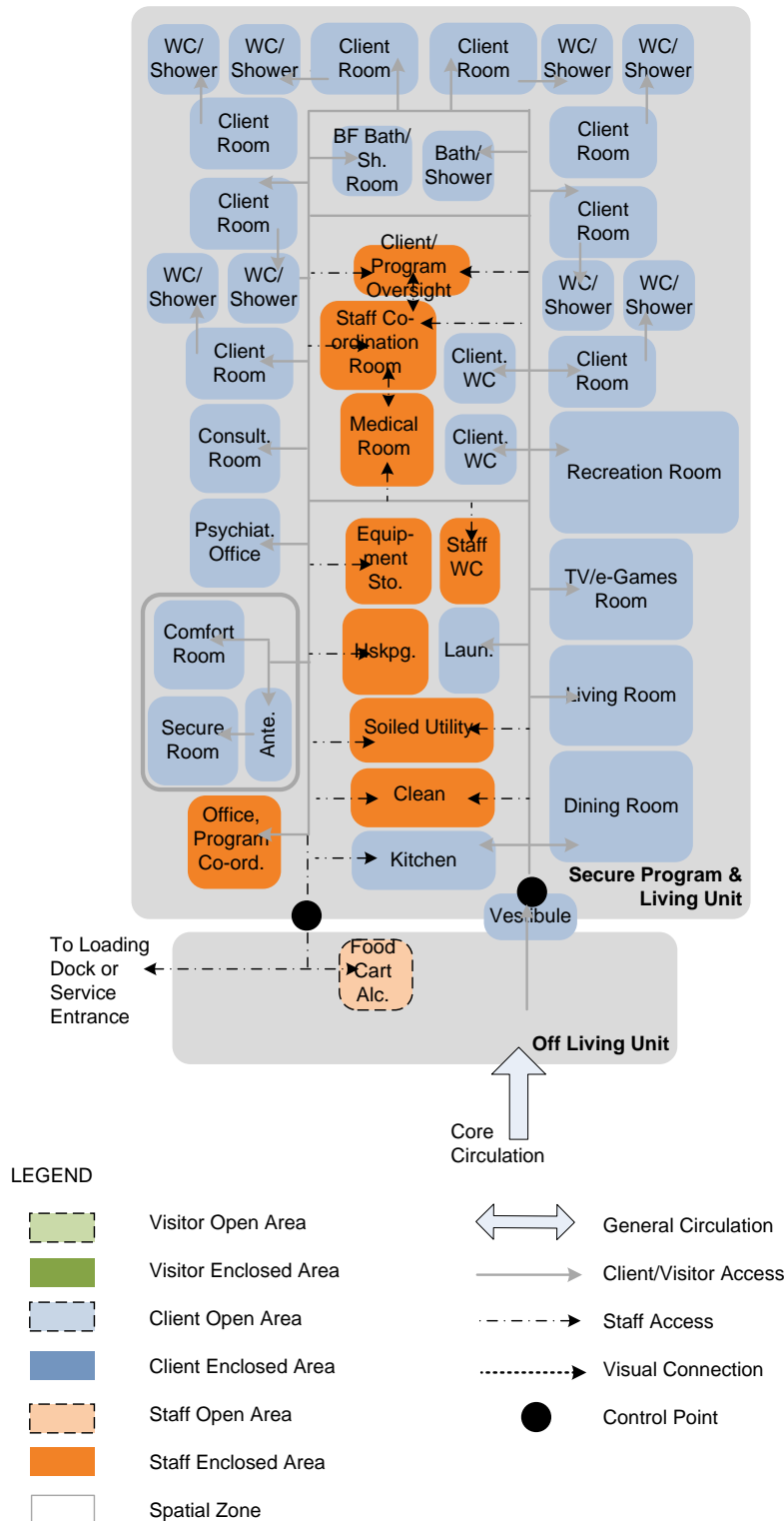
- 3.11.50 Group activities and entrances to Client Rooms shall be visible from the Care Team Station.
- 3.11.51 All Care Team Station, office, Medical Room, and Consultation Room spaces shall be lockable and shall be provided with two entrances/exits.
- 3.11.52 Furnishings, fixtures and features that could be dismantled and/or adapted to cause injury to the client and/or others in the event of self-harm and/or anti-social behaviour shall not be provided.

Building Systems Concepts

- 3.11.53 Door systems for Client Rooms shall have a viewing panel, and shall be designed so that clients cannot barricade themselves from the interior of the room.
- 3.11.54 All surfaces shall be easily cleanable and maintainable.
- 3.11.55 All materials, windows, and doors shall be selected and designed to resist damage by vandalism.

**Functional Relationship
Diagram**

The spatial organization of this component shall be as indicated in the diagram below:



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Space Requirements

Ref	Space	Proposed Area nsm	Remarks
	<u>Off Living Unit</u>		
11.01	Food Cart Alcove	2.5	Shall be located adjacent to Kitchen Unit
	Subtotal, Off Living Unit	2.5	
	<u>Secure Program and Living Unit</u>		
11.02	Secure Living Unit Entry	3.0	
11.03	Care Team Station: Confidential Staff Coordination Room	22.0	Shall accommodate meeting space for 10, staff lockers
11.04	Care Team Station: Direct Client/Program Oversight	13.5	Shall accommodate 3 workstations with computers
11.05	Medical Room	14.0	Shall accommodate desk and chair, secure med storage, sink, refrigeration, cot; shall be suitable to be must meet WCB Regulations for a First Aid Room as it will be used as such
11.06	Washroom, Staff	3.7	Shall include sink, toilet
11.07	Consultation Room	12.0	Shall accommodate small desk, comfortable seating for 2-3, phone, confidential area
11.08	Psychiatrist Office	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and round meeting table for testing
11.09	Unit Kitchen	20.0	Shall include fridge, stove, dishwasher, sink, cupboards
11.10	Dining Area	22.0	Shall accommodate 12 at family-style seating
11.11	Client Phone Station	1.0	
11.12	Office, Program Coordinator	9.2	Shall accommodate L-shaped desk and chair, filing cabinet, bookcase and side chair
11.13	Living Room	30.0	Shall accommodate 12 in soft furniture
11.14	Rec Room	55.0	Shall accommodate pool table, ping-pong table and foosball
11.15	TV/e-Games Room	24.0	Shall accommodate 72" TV, 3 24" computer game consoles

Ref	Space	Proposed Area nsm	Remarks
11.16	Laundry Room	8.0	Shall accommodate large capacity washer and dryer, folding table and ironing area
11.17	Furniture and Equipment Storage	10.0	
11.18	Housekeeping Closet	3.5	Shall accommodate general equipment and supply storage, mop sink and drain
11.19	Soiled Utility	11.0	Shall include sink; shall accommodate open area for linens; shall be accessible from off-unit as well as on-unit
11.20	Clean Utility	11.0	Shall accommodate shelves for linens and supplies, accommodates linen cart; shall be accessible from off-unit
11.21-01	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-02	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-03	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-04	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-05	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-06	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower

Ref	Space	Proposed Area nsm	Remarks
11.21-07	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.21-08	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room should have access to ensuite Toilet/Shower
11.22-01	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-02	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-03	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-04	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-05	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-06	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.22-07	Toilet/Shower	4.6	Shall include sink, toilet, shower
11.23	Toilet/Shower, Barrier-Free	5.6	Shall include sink, toilet, shower
11.24-01	Toilet, Barrier-Free	5.6	Shall include sink, toilet
11.24-02	Toilet, Barrier-Free	5.6	Shall include sink, toilet
11.25	Bath/Shower	4.5	Shall include bath/shower and sink
11.26	Barrier-Free Bath/Shower Room	4.5	Shall include bath/shower and sink
11.27	Comfort Room	13.0	Shall accommodate comfortable chair, music, window with blackout capability; shall be located in quiet area with high acoustic separation
11.28	Secure Room	13.9	
11.29	Ante-Room	5.5	
Subtotal, Secure Program & Living Unit		482.3482.3	
Total		484.8	
<u>Exterior Space</u>			
	Outdoor Secure Space	250	
	Outdoor Secure Terrace Space	30	Direct link to Residential area

Ref	Space	Proposed Area nsm	Remarks
	Sallyport	155	Minimum area
	Total	435	

**FUNCTIONAL
DESCRIPTION**

The Complex Care Unit (CCU), one of five neighbourhoods in the facility, is specifically designed to meet the needs of children and youth in care with complex care needs. The CCU will serve children and youth between the ages of 7 and 19 and will provide a comprehensive suite of therapeutic services. It is a short term treatment and intervention plan focused program, with an intended length of stay between three and nine months.

Children and youth who access services through the CCU present with co-occurring and persistent emotional, mental health, developmental and/or behavioural needs that cause functional impairment in the home, school or community. They require specialized, integrated treatment and service plans that are individualized, and are typically involved with multiple service systems and are in need of a high level of care and support to manage behaviour on a daily basis.

The residential component of the CCU employs principals of behaviour analysis, trauma informed practice and social learning theory. The purpose of the program is to:

- Reduce problem behaviour;
- Teach adaptive skills;
- Increase child/youth's capacity to change and grow; and
- Involve the child/youth's current or future caregivers as change agents, and recruit/involve community supports for the child/youth

The daily residential program is individualized, intense, and focused on building new skills with ongoing teaching and guidance. Children/youth are taught to:

- Accept guidance;
- Regulate emotions/manage anger and behaviour;
- Self-regulate (sensory processing issues);
- Cope with daily stressors;
- Care for themselves;
- Problem solve; and
- Learn skills that will improve their relationships with peers.

Client Profile

The residential population includes children between the ages of 7 and 19 and includes a mix of male, female, and transgendered clients. Clients may have intellectual disabilities and lower IQs.

Clients typically have difficulties living in their communities due to behavioural problems. Typically, clients are admitted to the CCU as they have no other place to reside. They may present with overlapping issues involving personal development, problematic community dynamics, social and cultural adjustment, and difficulty in navigating the steps to adulthood, all of which can lead social, educational and vocational distress, as well as the potential for conduct disorders.

Possible presenting symptoms include:

- A high degree of traumatization;
- Withdrawal, depression and mood disorders;
- Internalized anxiety;
- Adjustment disorders that require care in a secure setting; and
- Clients may be potentially harmful to staff, other clients, and/or themselves.

Services/Activities

Activities accommodated in this component include:

- 3.12.1 Private activities, sleeping, dressing, and storage of personal effects in private rooms provided for each client;
- 3.12.2 Utilization of ensuite toilet and showering facilities;
- 3.12.3 Utilization of shared bathing facilities;
- 3.12.4 Occasionally, clients may require isolation in a comfort room;
- 3.12.5 Regular food delivery from a remote kitchen; with final food preparation occurring on-site, and served in a group setting;
- 3.12.6 Within the unit staff provide 24-hour monitoring, program administration and coordination, client consultation, individual counselling, and group therapy programs, and access to client medications;
- 3.12.7 Education activities conducted on the Unit;
- 3.12.8 Psychiatrist, psychologist and general practitioner client consultations; and
- 3.12.9 Family/client visits and staff consultations.

Operational DescriptionHours of Operation

Residential and clinical supervision activities in this component will operate 24-hours a day seven days a week. Typically, clinical assessment and consultation activities will occur between 8:00am and 5:00pm Monday to Friday.

Client Movement

- 3.12.10 CCU clients may occasionally leave the secure facility under supervision of the staff.
- 3.12.11 Typically, clients are voluntary and so are not confined to a secured area; however, they have no other home and to ensure their safety will be monitored for risk of flight.
- 3.12.12 Clients will take part in structured and unstructured activities, including indoor recreation, casual socializing and indoor athletic and craft opportunities.
- 3.12.13 Residents must be able to access contained outdoor recreational amenities and surroundings.
- 3.12.14 Residents will not leave the component to attend the Maples Education Program, but will have education programs provided on the unit.

Staff Movement

- 3.12.15 Staff involved with the non-residential program will be provided with an adjacent off-unit office.
- 3.12.16 Staff involved with the residential program will carry out routine administrative and record keeping tasks in secure staff-only work areas.
- 3.12.17 Staff involved with the residential program will carry out some routine shift-change, clinical and group management activities in the common areas occupied by clients.
- 3.12.18 Staff working alone with a client must be observable by other staff for the safety of staff and clients.
- 3.12.19 Staff may leave this component temporarily during their shift to spend time in the staff facilities in the General Program Support and Staff Facility component.

Materials and Supply Movement

3.12.20 Client personal effects will be stored in lockable units in Client Rooms.

3.12.21 Medical supplies and pharmaceuticals will be stored in lockable storage units in the Medical Room.

3.12.22 Limited equipment and housekeeping supplies are delivered to the unit from the building services component and stored in appropriate areas of the unit.

WORKLOAD

The workload for this component is based on the number of people accommodated in the residential program as well as the number of people attending related administrative and care planning meetings.

STAFFING & OCCUPANCY ESTIMATES

The following, which is provided for planning purposes only, table identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff, contractors, professionals who are based in other components but who may be providing a service in this component as well as visitors and clients.

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC	
<u>Monday Through Friday</u>								
Team Lead	2.0	2.0	2	-	-	-	-	
Child Case Worker Supervisor	2.0	1.0	1	1.0	1	-	-	
Child Case Worker	6.0	5.0	3	5.0	3	2.5	2	
Outreach Clinician	6.0	6.0	6	-	-	-	-	
Contractor	-	-	1	-	-	-	-	
Teacher	1.0	1.0	1	-	-	-	-	
SEA	1.0	1.0	1	-	-	-	-	
Subtotal	2.0	2.0	15	6.0	4	2.5	2	
<u>Saturday/Sunday</u>								
Child Case Worker Supervisor	1.0	1.0	1	-	-	-	-	
Child Case Worker	5.0	2.0	3	2.0	3	1.0	2	
Subtotal	6.0	3.0	4	2.0	3	1.0	2	

Position	Total		Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Additional Occupancy</u>								
Residents	-	-	6	-	6	-	6	-
Subtotal	-	-	6	-	6	-	6	-
Total	24.0	19.0	25 **	8.0	13 **	3.5	8 **	

* Based in Clinical Support component.

** Calculated using higher Head Count of Monday through Friday and Saturday/Sunday.

AFFINITY CRITERIA

- 1 13. General Building Services Provide direct access by general circulation to 13. General Building Services to enable the delivery of food.
- 2 7. Maples Education Program Provide convenient access by general circulation to 7. Maples Education Program for the movement of residential clients and staff.
- 3 8. Shared Programs Provide convenient access by general circulation to 8. Shared Programs for the movement of outpatient and residential clients.
- 4 6. Maples Clinical Support Provide convenient access by general circulation to 6. Maples Clinical Support for the movement of clients and staff.
- 5 5. Maples General Program Support and Staff Facility Provide convenient access by general circulation 5. Maples General Program Support and Staff Facility for the movement of staff.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

Internal Relationships/ Concepts

Architectural Concepts

3.12.23 Notwithstanding that this component is a secure, defined spatial unit, it shall be configured as three areas – Off Living Unit, Secure Program and Living Unit, and Exterior Space which will include the following spatial areas:

3.12.23.a a series of support spaces housing nursing, clinical, and support service functions, all of which require

proximity to and secure access from the exterior of the component;

3.12.23.b a series of spaces housing general communal living functions positioned between the support zone above and the private room zone below; and

3.12.23.c private rooms for individual client sleeping or private recreation.

3.12.24 All functions and spaces shall be accommodated on a single contiguous level.

3.12.25 The unit Care Team Station shall be centrally located and shall consist of a staff-only workspace and a client-facing workspace with a view of client occupied spaces in the unit.

3.12.26 Common spaces shall be grouped and shall be separated from Client Rooms.

3.12.27 Design shall provide options to arrange secure access to groups of Client Rooms assigned by gender, (including transgender).

3.12.28 Support spaces shall have access from both the exterior of the unit and the interior of the unit.

Interior Design Concepts

3.12.29 A domestic, residential, not institutional environment shall be provided.

3.12.30 Many residents/clients are behaviourally and socially challenged; an ordered environment with enough space to allow opportunities for sustained orientation and personal security while involved in most activities shall be provided.

3.12.31 An abundance of natural light and views of the exterior shall be provided.

3.12.32 Neutral but distinctive colour schemes shall be provided.

3.12.33 Acoustic controls shall be provided throughout, including between Client Rooms, Secure Rooms, Interview, Psychological Testing Room and Consultation Room spaces.

3.12.34 Built-in furnishings shall be provided in Client Rooms.

3.12.35 Re-arrangeable furnishings shall be provided in common areas.

Safety Concepts

3.12.36 Group activities and entrances to Client Rooms shall be visible from Care Team Station.

3.12.37 All Care Team Station, office, Medical Room, and Consultation Room spaces shall be provided with two entrances/exits.

3.12.38 Furnishings, fixtures and features that could be dismantled and/or adapted to cause injury to the client and/or others in the event of self-harm and/or anti-social behaviour shall not be provided.

Building Systems Concepts

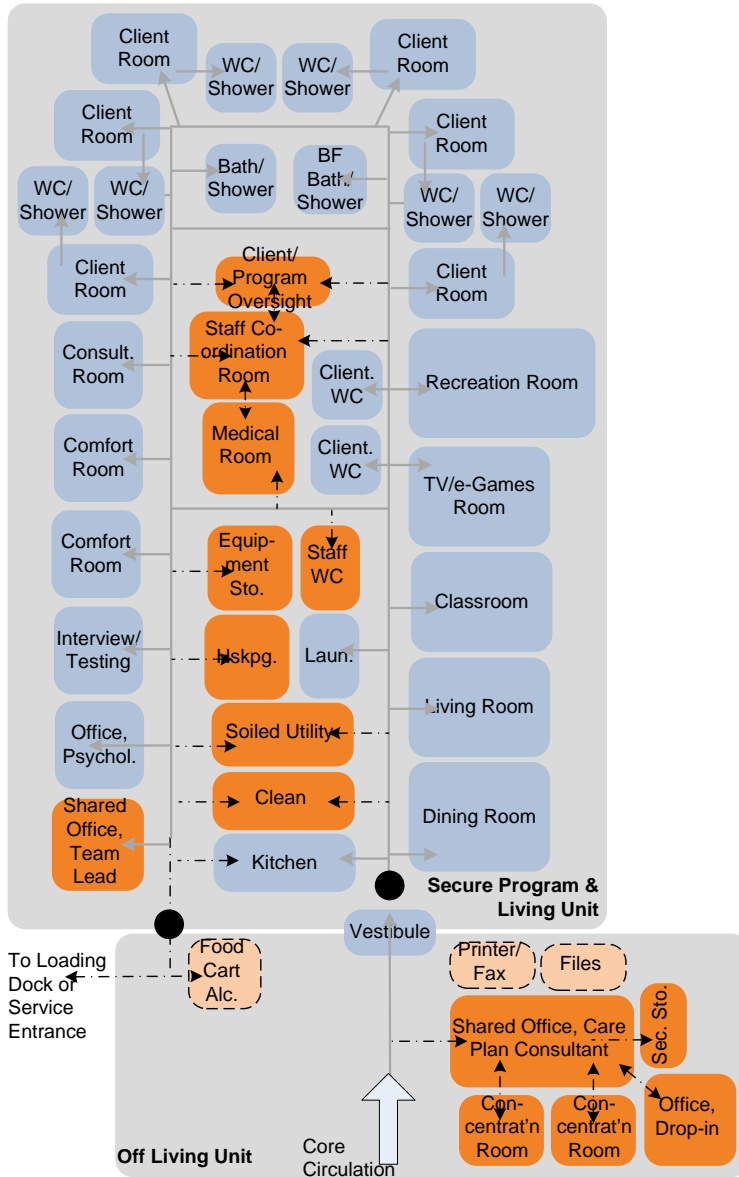
3.12.39 Door systems for Client Rooms shall have a viewing panel, and shall be designed so that clients cannot barricade themselves from the interior of the room.

3.12.40 All surfaces shall be easily cleanable and maintainable.

3.12.41 All materials, windows, and doors shall be selected and designed to resist damage by vandalism.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|--|-----------------------|--|-----------------------|
| | Visitor Open Area | | General Circulation |
| | Visitor Enclosed Area | | Client/Visitor Access |
| | Client Open Area | | Staff Access |
| | Client Enclosed Area | | Visual Connection |
| | Staff Open Area | | Control Point |
| | Staff Enclosed Area | | |
| | Spatial Zone | | |

Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>Off Living Unit</u>			
12.01-01	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.01-02	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.01-03	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.01-04	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.01-05	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.01-06	Shared Office, Outreach Clinician	4.6	Shall accommodate workstation in open office area, filing cabinet
12.02-01	Printer and Fax	1.0	Shall accommodate 1 printer
12.02-02	Printer and Fax	1.0	Shall accommodate 1 printer
12.03	Files/Resources Collection	6.0	Shall accommodate 5 cabinets and one bay of resources
12.04-01	Concentration Room	7.4	Shall be suitable for completion of files, and for confidential calls
12.04-02	Concentration Room	7.4	Shall be suitable for completion of files and for confidential calls
12.05	Secure Storage	4.0	Shall accommodate 2 filing cabinets, temporary secure storage of active files and laptops
12.06	Drop-In Office	11.1	Shall accommodate Audiologist, OT, etc.; shall accommodate desk and chair and 3 chairs
12.07	Food Cart Alcove	2.5	
Subtotal, Off Living Unit		68.0	
<u>Secure Program and Living Unit</u>			
12.08	Secure Living Unit Entry	3.0	
12.09	Care Team Station: Confidential Staff Coordination Room	22.0	Shall accommodate meeting space for 10, staff lockers
12.10	Care Team Station: Direct Client/Program Oversight	13.5	Shall accommodate 3 workstations

Ref	Space	Proposed Area nsm	Remarks
12.11	Medical Room	13.5	Shall accommodate desk and chair, secure med storage, sink, refrigeration, cot; must meet WCB Regulations for a First Aid Room as it will be used as such
12.12	Washroom, Staff	3.7	Shall include sink, toilet
12.13	Consultation Room	12.0	Shall accommodate small desk, comfortable seating, phone, confidential area
12.14	Interview, Psychological Testing Room	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and round meeting table for testing
12.15	Office, Psychologist	15.0	Shall accommodate desk and chair, filing cabinet, bookcase and round meeting table for 2-3
12.16	Unit Kitchen	20.0	Shall include fridge, stove, dishwasher, sink, cupboards
12.17	Dining Area	20.0	Shall accommodate 10 at family style dining
12.18	Client Phone Station	1.0	
12.19	Office, Team Lead	13.0	Shall accommodate 2 desk and chairs, filing cabinet (2), bookcase (2), side chair
12.20	Living Room	25.0	Shall accommodate 10 in soft furniture
12.21	Recreation Room	55.0	Shall accommodate pool table, ping-pong table and foosball
12.22	TV/e-Games Room	24.0	Shall accommodate 72" TV, 2 24" computer game consoles
12.23	Classroom	25.0	Shall include counters, sink; shall accommodate group table for 4, display, teachers desk
12.24	Laundry Room	8.0	Shall accommodate large capacity washer and dryer, folding table and ironing area
12.25	Furniture and Equipment Storage	16.0	
12.26	Housekeeping Closet	3.5	Shall accommodate general equipment, supply storage, mop sink and drain
12.27	Soiled Utility	11.0	Shall include sink; shall accommodate open area for linens; shall be accessible from

Ref	Space	Proposed Area nsm	Remarks
			off-unit as well as on-unit
12.28	Clean Utility	11.0	Shall accommodate shelves for linens and supplies, accommodates linen cart; shall be accessible from off-unit
12.29-01	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each rooms shall have access to ensuite Toilet/Shower
12.29-02	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room shall have access to ensuite Toilet/Shower
12.29-03	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room shall have access to ensuite Toilet/Shower
12.29-04	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room shall have access to ensuite Toilet/Shower
12.29-05	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room shall have access to ensuite Toilet/Shower
12.29-06	Client Room	13.0	Shall include bed, closet, desk and chair, bulletin board, privacy window and blinds, task light; each room shall have access to ensuite Toilet/Shower
12.30-01	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
12.30-02	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
12.30-03	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
12.30-04	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower
12.30-05	Toilet/Shower	4.6	Shall include 1 sink, 1 toilet, 1 shower

Ref	Space	Proposed Area nsm	Remarks
12.31	Toilet/Shower, Barrier-Free	5.6	Shall include sink, toilet, shower
12.32-01	Toilet, Barrier-Free	5.6	Shall include sink, toilet
12.32-02	Toilet, Barrier-Free	5.6	Shall include sink, toilet
12.33	Bath/Shower	4.5	Shall include sink and tub
12.34	Barrier-Free Bath/Shower Room	4.5	Shall include bath/shower and sink
12.35-01	Comfort Room	13.0	Shall be located in quiet area, with high acoustic separation
12.35-02	Comfort Room	13.0	Shall be located in quiet area, with high acoustic separation (Timeout Room)
Subtotal, Secure Program and Living Unit		483.0	
Total		551.0	
<u>Exterior Space</u>			
12.36	Exterior Area	300	Shall have defined exterior area with play equipment, hard surface and landscaping
Total		300	

**FUNCTIONAL
DESCRIPTION**

This component accommodates those services required to ensure the practical and secure operation of the building and building systems, as well as the logistics support required to move supplies and materials in and out of the building.

Service/Activities

Activities accommodated in this component include:

- 3.13.1 Shipping, receiving and distribution of materials, supplies and equipment;
- 3.13.2 Internal materials and supplies deliveries using a mobile expandable cart;
- 3.13.3 Collection of soiled linen and distribution of clean linen to and from residential units;
- 3.13.4 Repair and general maintenance activities, including repairs of minor equipment and furniture;
- 3.13.5 Temporary storage of carted food from off-site locations on its way to the living units for reheating;
- 3.13.6 Temporary storage of carts returned from living units and assembled for pick-up to off-site location;
- 3.13.7 Storage of tools, equipment and supplies;
- 3.13.8 Collection of recycling from satellite collection points on each residential unit and service component;
- 3.13.9 Recycling marshalling and holding, including used electronics;
- 3.13.10 Garbage marshalling and holding;
- 3.13.11 Restocking of satellite housekeeping units throughout the facility;
- 3.13.12 Coordination of various maintenance activities on-site throughout the building; and
- 3.13.13 General vehicle maintenance activities.

WORKLOAD

The workload for this component is based on the number of residential units, the number of residents, well as the number of visitors, people conducting programs and attending meetings.

The scope and nature of the activities taking place in residential, education, and shared programs result in a higher than average workload for maintenance activities such as the coordination of repairs, housekeeping, food services, laundry, and general servicing.

STAFFING & OCCUPANCY ESTIMATES

The following table, which is provided for planning purposes only, identifies staffing and other occupants of the component in terms of FTE (Full Time Equivalent) for staffing and head count (HC) for staff.

Position	Total	Days		Future Evenings		Nights	
	FTE	FTE	Shift HC	FTE	Shift HC	FTE	Shift HC
<u>Monday Through Friday</u>							
Stockworker/Linen Keeper	1.0	1.0	1	-	-	-	-
Transport	-	-	2	-	-	-	-
Facilities Management	-	-	2	-	-	-	-
Total	1.0	1.0	5	-	-	-	-

AFFINITY CRITERIA

- 1 Loading Dock Provide direct access by dedicated access to an exterior 3-bay loading dock.
- 2 2. Provincial Assessment Centre Provide direct access by general circulation to 2. Provincial Assessment Centre for the delivery of food, materials, supplies and equipment.
- 2 Maples Residential Units/Complex Care Unit Provide direct access by general circulation to the Maples Residential Units/Complex Care for the delivery of prepared food and linens.
- 3 7. Maples Education Program Provide convenient access by general circulation to 7. Maples Education Program for the movement of materials, supplies and equipment.
- 4 8. Shared Programs Provide convenient access by general circulation to the 8. Shared Programs for the delivery of materials, supplies and equipment.

DESIGN CRITERIA

For a description of planning concepts applicable to the building generally, see the General Planning Criteria section of this report.

**Internal Relationships/
Concepts**Architectural Concepts

- 3.13.14 This component shall be access from and be located in proximity to exterior service vehicle parking.
- 3.13.15 Immediate adjacency to exterior delivery bays and garbage/recycling marshalling areas shall be provided.
- 3.13.16 All internal routes between shipping/receiving and storage areas shall be as direct as possible.
- 3.13.17 Over-height double door entry systems shall be provided from both loading dock and building interior.
- 3.13.18 Loading docks shall be rain-protected.
- 3.13.19 This component shall be located in proximity to a service elevator serving other building levels.

Interior Design Concepts

- 3.13.20 This component shall have wide aisles and access routes to accommodate the frequent movement of materials and supplies.

Safety Concepts

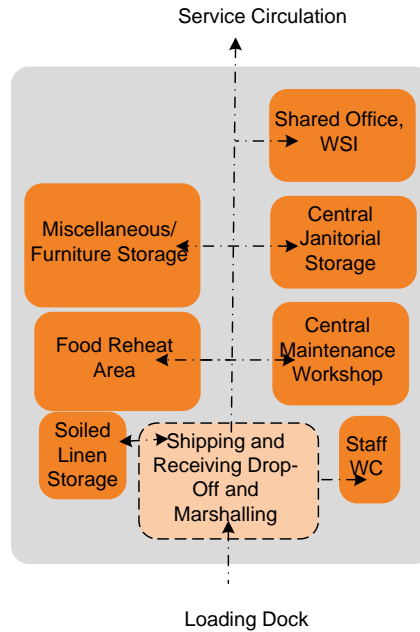
- 3.13.21 All storage units shall be fully securable.
- 3.13.22 All portable tools shall have securable storage units.

Building Systems Concepts








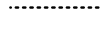




- 3.13.23 A lift at the dock shall be provided to ensure that there is level access for movement of carts and handtrucks from vehicle to the facility.
- 3.13.24 The workshop shall be provided with a dust extraction system.
- 3.13.25 Acoustic shielding shall be provided to insulate other areas of the facility from noise occurring in this component.

Functional Relationship Diagram

The spatial organization of this component shall be as indicated in the diagram below:



LEGEND

- | | | | |
|---|-----------------------|---|-----------------------|
|  | Visitor Open Area |  | General Circulation |
|  | Visitor Enclosed Area |  | Client/Visitor Access |
|  | Client Open Area |  | Staff Access |
|  | Client Enclosed Area |  | Visual Connection |
|  | Staff Open Area |  | Control Point |
|  | Staff Enclosed Area | | |
|  | Spatial Zone | | |

Space Requirements

Ref	Space	Proposed Area nsm	Remarks
<u>Central Maintenance and Stores Facility</u>			
13.01	Central Maintenance Workshop	20.0	Shall accommodate work surfaces, perimeter wall-mounted and under-counter storage
13.02	Washroom	3.7	Shall include sink, toilet, shower
13.03	Central Janitorial Storage	20.0	Shall be subdivided into PAC and Maples areas
13.04	Miscellaneous/Furniture Storage	50.0	Shall be subdivided for PAC and Maples areas; also assumes availability of on-campus storage
13.05	Shipping and Receiving Drop-off and Marshalling Area	30.0	Shall be located adjacent to loading dock
13.06	Soiled Linen Storage	20.0	
13.07	Food Reheat Area	50.0	Shall be located adjacent to loading dock; allow for 8 Food Carts and division for cart wash down area
13.08	Office, WSI	11.2	Shall accommodate 1 workstation
Total		204.9	
<u>Exterior Spaces</u>			
	Exterior Loading Dock	300	Shall accommodate 3 loading bays
	Secure Recycling Storage	18	
	Garbage Storage	12	
	Wash Area	35	
Total		365	