



# BH Crisis Diversion Facility

Community Engagement Session

April 24, 2023



# design and operations **TEAM:**



**ADAM CHAHULSKI, AIA, LEED AP, NCARB**  
PRINCIPAL



**SARA HUFFMAN, LCSW, LCAS**  
REGIONAL DIRECTOR OF  
OPERATIONS



# overview **AGENDA**

## I. **Welcome & Introductions**

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## II. **Process**

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## III. **Design**

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- Plans
- Site
- Exterior

the **PROCESS**



# building program

## A. Front Entrance/Waiting Areas

- Front entrance provides access point for general public on a 24/7/365 basis. This is the initial point of contact for access to BHUC services.
- Reception, waiting areas, and clinical space have a “living room” environment for a calm reception of patients and initial contact with peer specialists and clinical staff.
- Beyond front door reception area, path splits into separate routes for adults and minors. Each includes in sequence:
  - Security check and storage of personal belongings not allowed into Facility.
  - Triage and central administration.
  - Waiting rooms, which lead to clinical areas for patients.
- Waiting areas are separate for adults and minors (cohorts of interest: adults, adolescents, children 15 years of age and younger). May need visual separation between adolescents and children under 15 years of age in waiting area for minors.
- Adjacent to the public access reception area are outpatient pharmacy (see details in Section E) and resource center (see details in Section G). Access to general office space is also available via front entrance (see Section H).

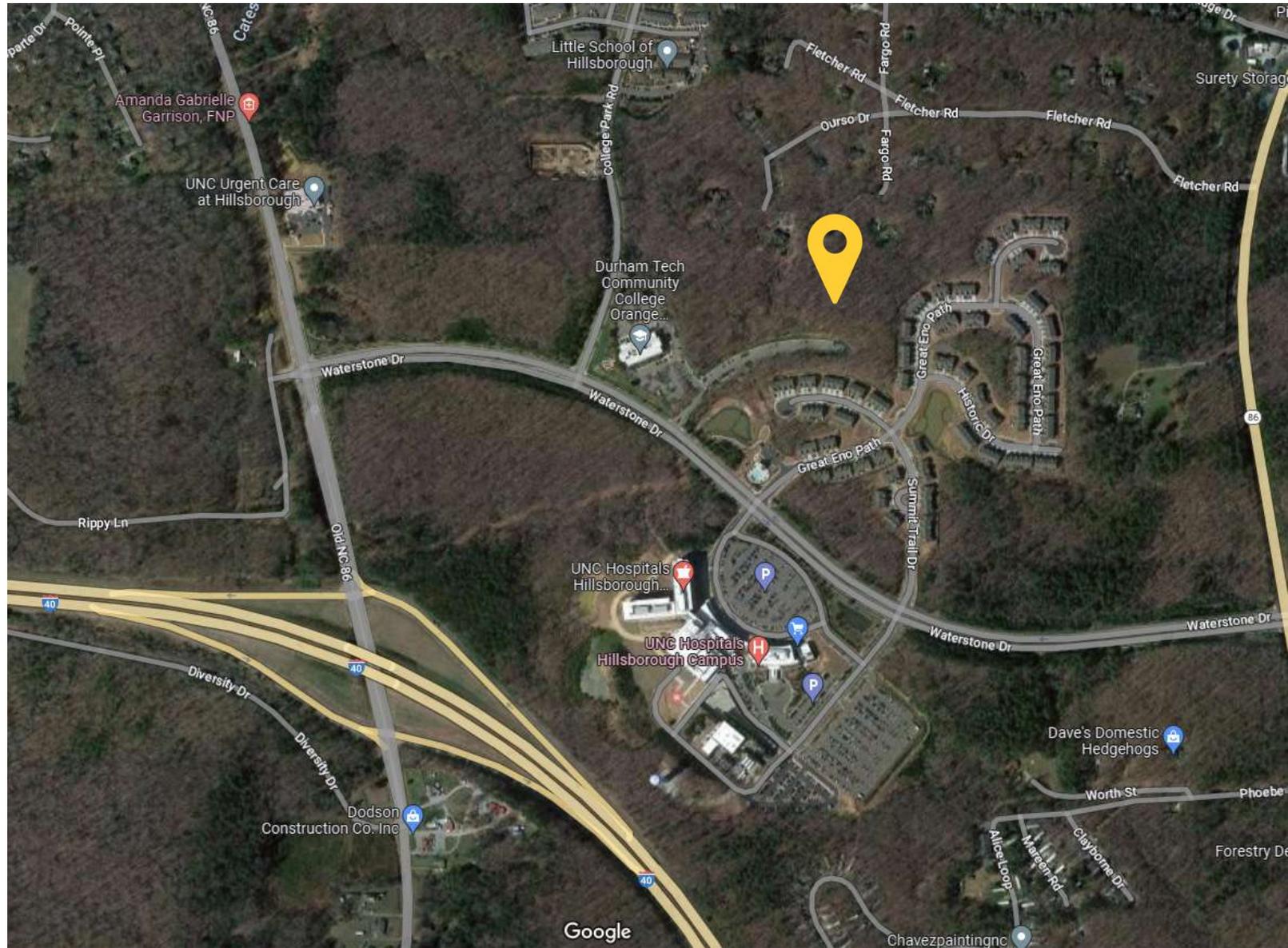
- Rear entrance
- BHUC
- Adult FBC
- Medical areas
- Security
- General purpose
- Community



## Front Entry and Waiting

Code/Rule Reference	Room/Area	Unit	NSF	Total NSF	Comments
	Vestibule	1	144	144	Front entry to building from canopy/covered vehicular drop off
	Lobby	1	300	300	
	Reception/Check-in	2	60	120	# of staff at 60 SF each, sized to include office equipment. Open on 24/7/365 basis
	Waiting	12	20	240	# of seats at 20 SF each, living room like environment. Provide separation of adults and minors
	Public Toilet	2	65	130	
	Family Toilet	0	120	0	
	Family Conference/Consult Room	1	120	120	
	<b>Separate Routes for Adults and Minors</b>				
	Shower/Restroom	1	100	100	Needed? Are two needed?
	Viewing Room	1	65	65	Adjacent to Shower/Restroom
	Clean Linen Supply	1	65	65	Close to Shower/Restroom. Shared between Adult and Adolescent
	Shared Security Check	1	150	150	Does this area need a toilet/shower?
	Shared Belonging Storage	1	150	150	Small lockers
	Shared Central Administration	4	60	240	# of staff at 60 SF each
	Adult Triage	1	250	250	Exam or interview room? Assessment and evaluation
	Adult Waiting	6	20	120	# of seats at 20 SF each, living room like environment. Leads to clinical areas for patients
	Peds Triage	1	250	250	Exam or interview room? Assessment and evaluation
	Peds Waiting	6	20	120	# of seats at 20 SF each, living room like environment. Leads to clinical areas for patients. Visual separate of adolescents and children under 15
	<b>Front Entry and Waiting Subtotal</b>			<b>2,564</b>	Front entry adjacent to outpatient pharmacy, resource center, general office space
	Department Total			2,564	
	Net to Gross Factor			1.20	
	<b>DGSF Total</b>			<b>3,077</b>	

the  
**SITE**



the **DESIGN**

# departmental plan



# floor plan



# the **SITE**

*plan 'B'*



**approach**

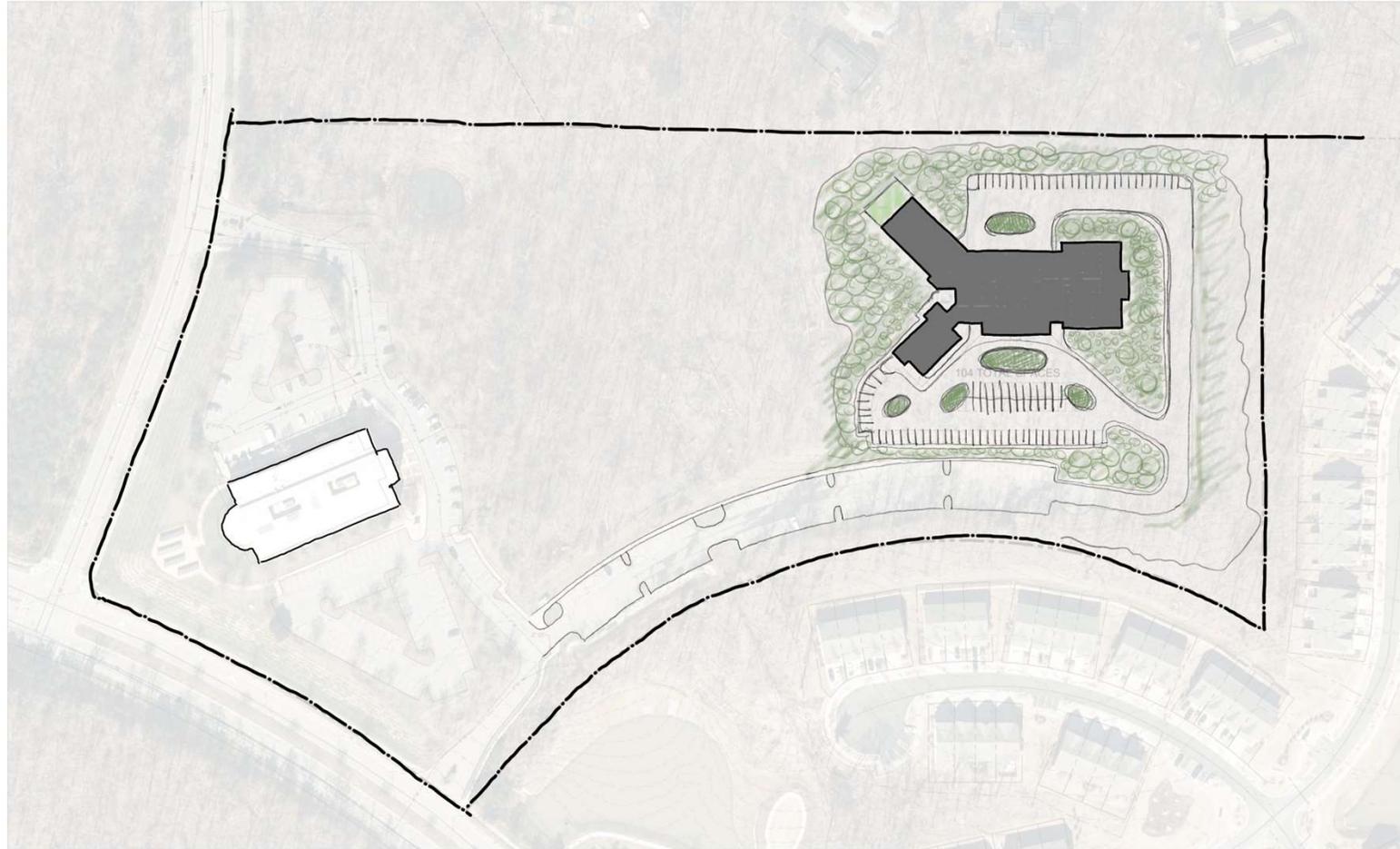


**arrival**

# SITE

1-story building

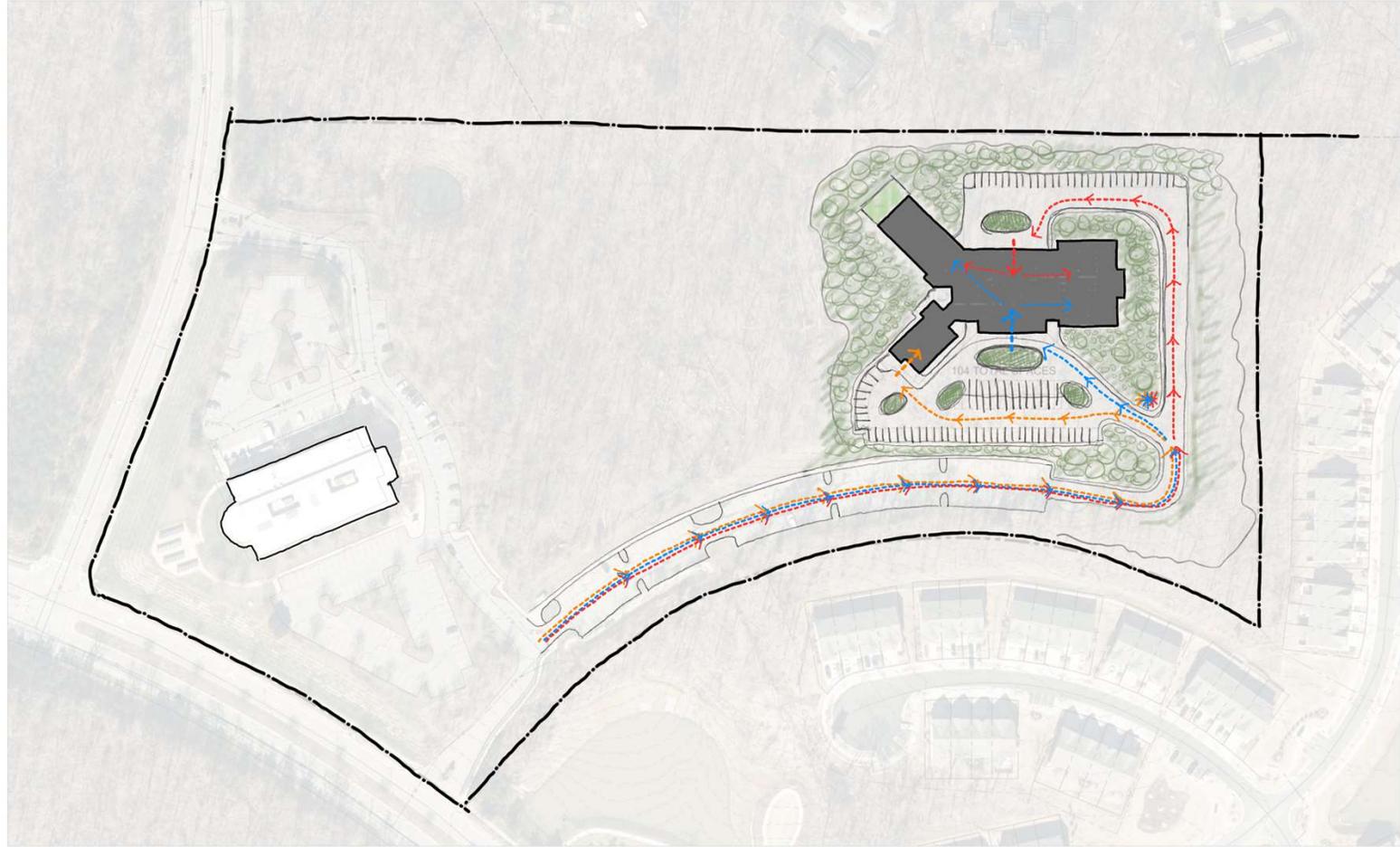
Shared Entry & Exit Drive



ORANGE COUNTY CRISIS DIVERSION FACILITY  
LAYOUT 1



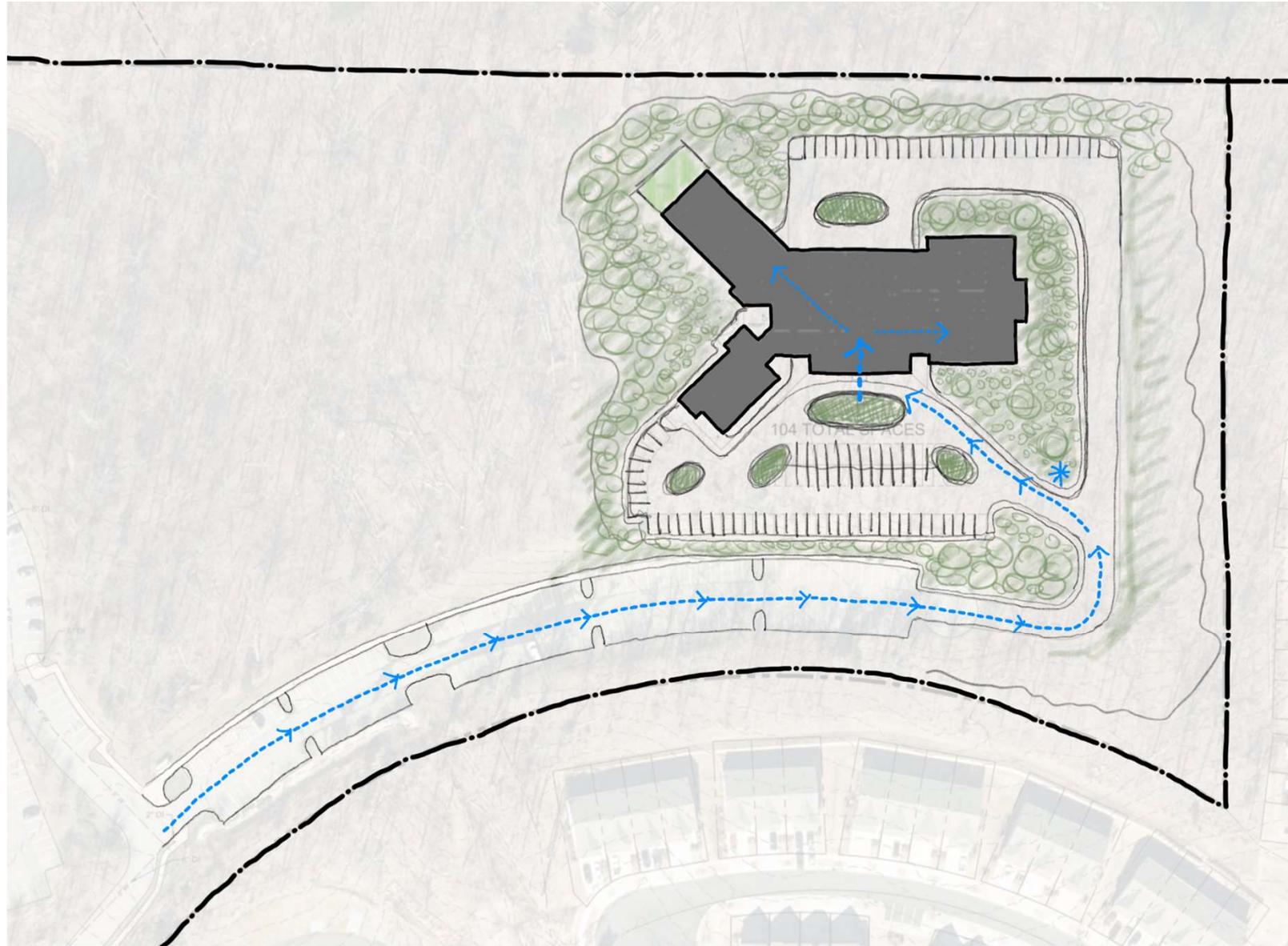
**SITE**  
the  
**APPROACH**



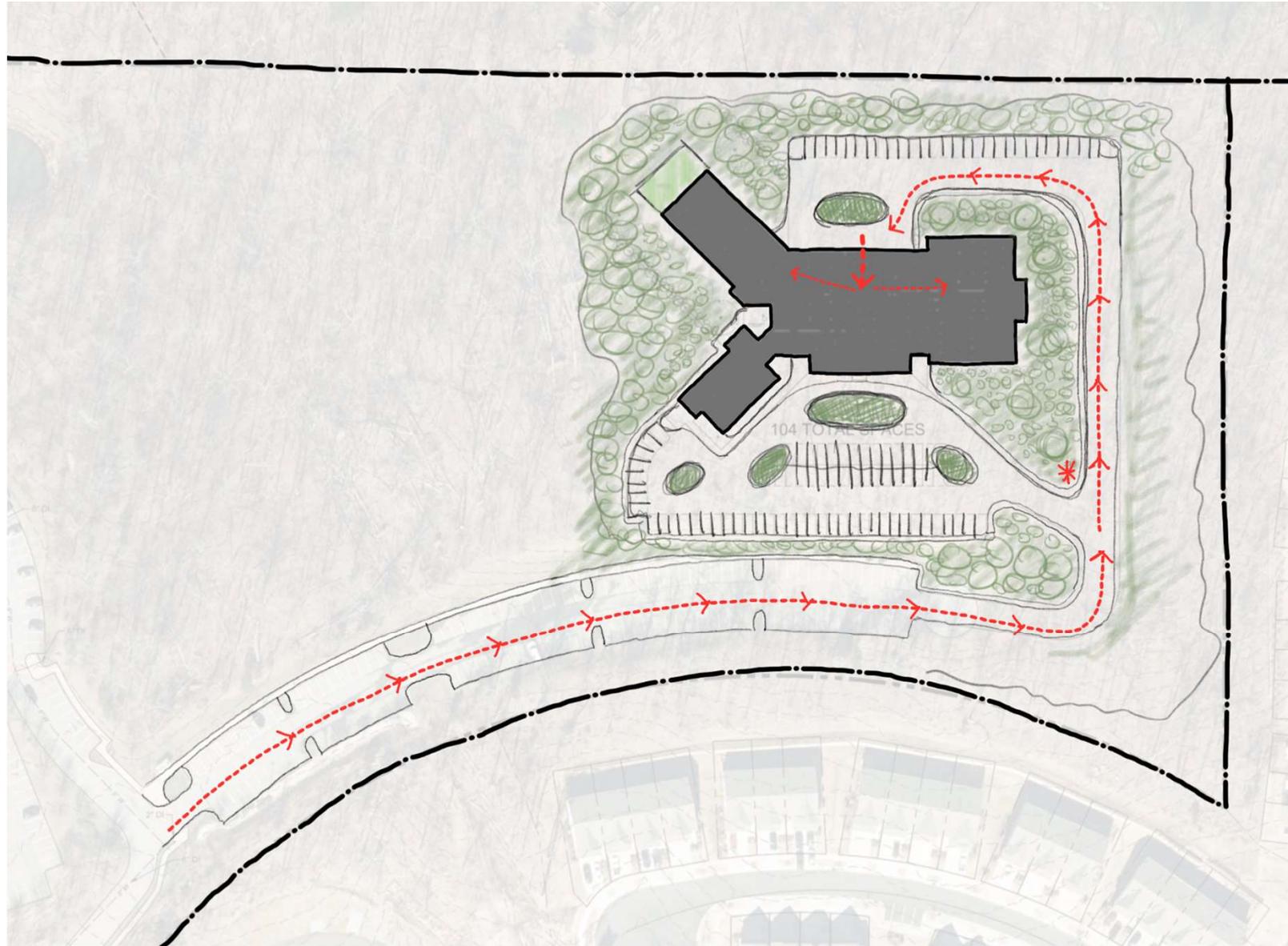
**ORANGE COUNTY CRISIS DIVERSION FACILITY**  
LAYOUT 1



**SITE**  
the  
**APPROACH**  
patient traffic  
self-admit



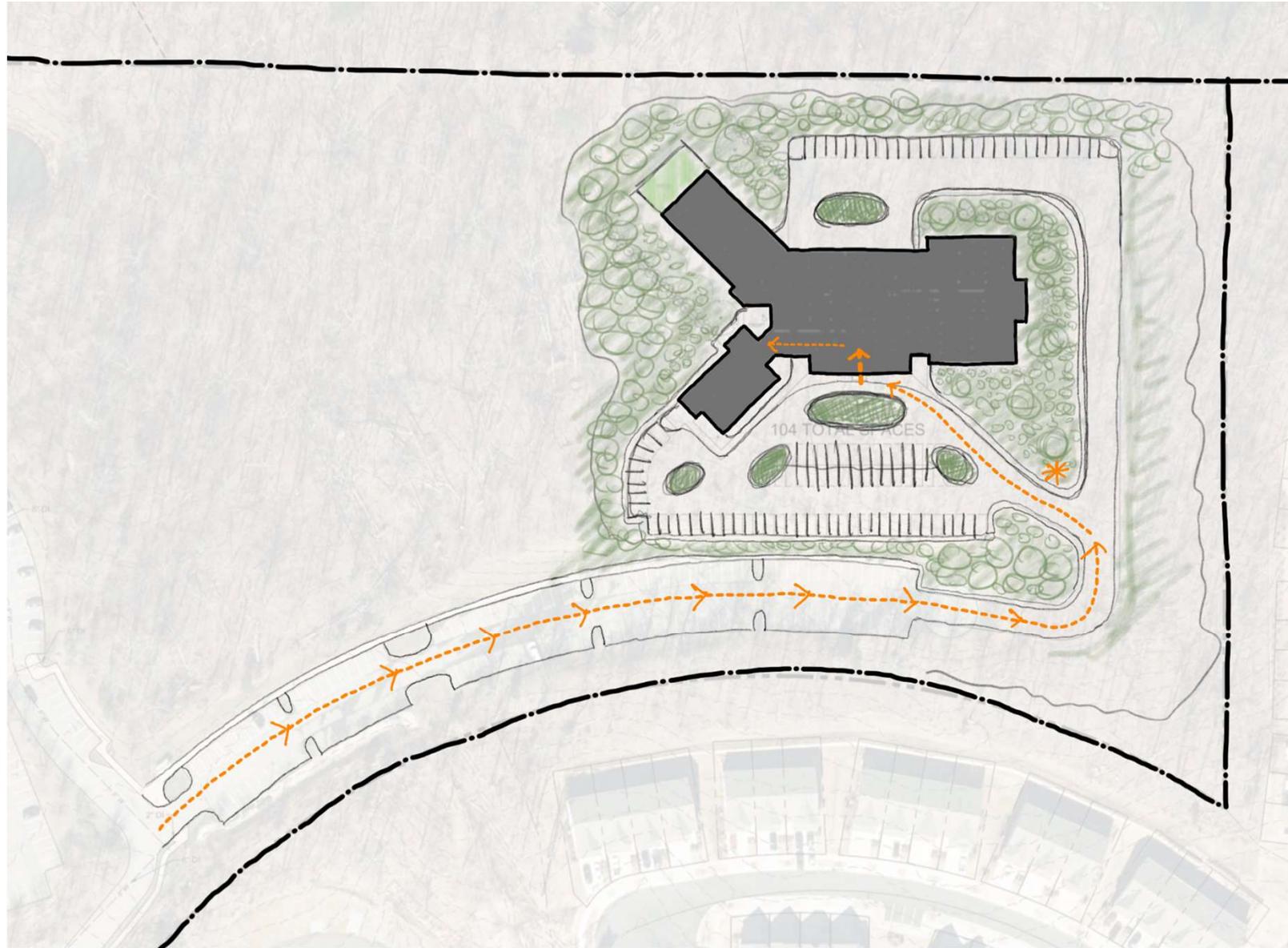
**SITE**  
the  
**APPROACH**  
patient traffic  
LE / EMS



**SITE**  
the  
**APPROACH**  
community  
traffic



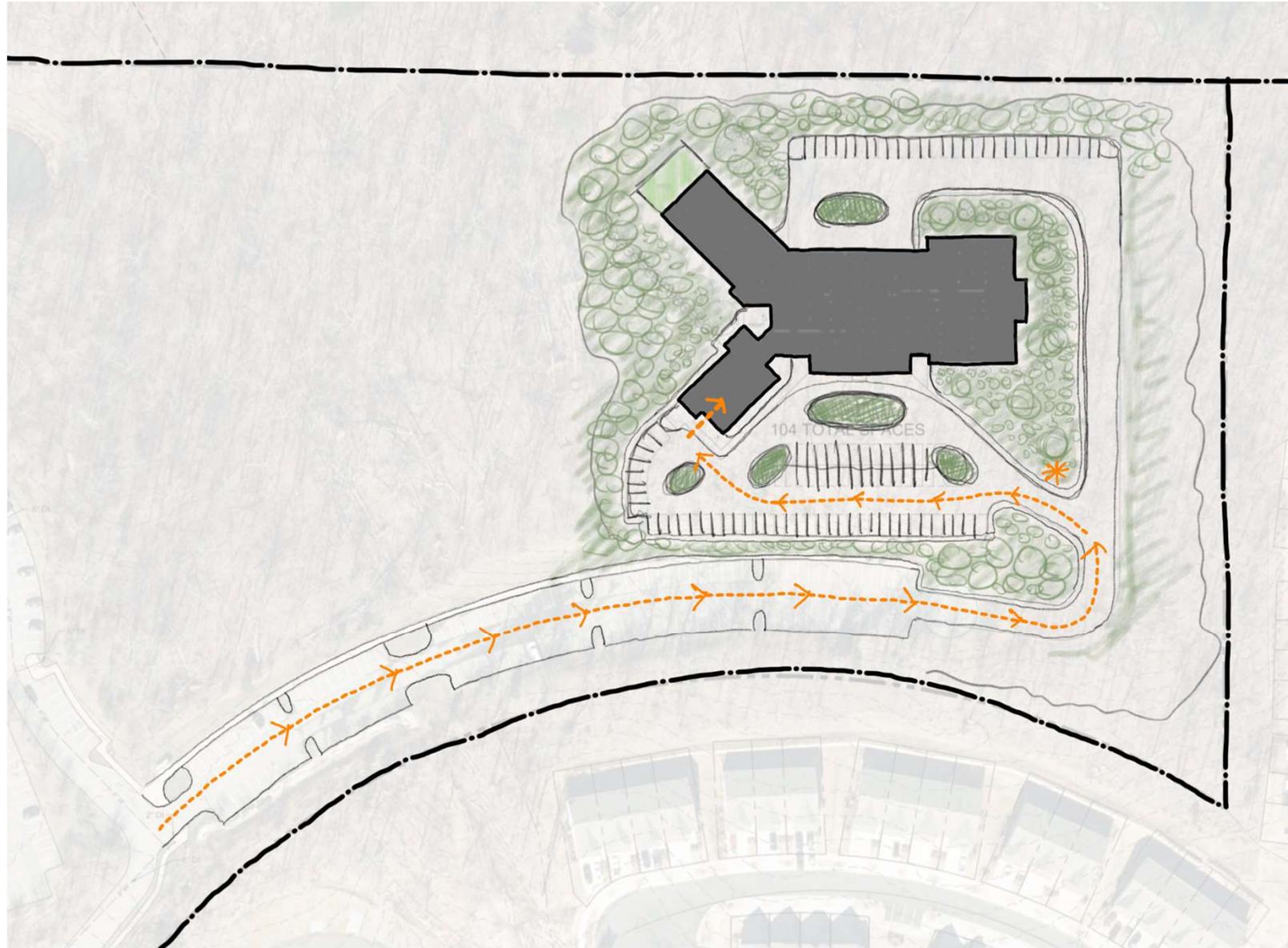
*primary*  
*(for 1<sup>st</sup> time*  
*visitors)*



**SITE**  
the  
**APPROACH**  
community  
traffic



*secondary*



the **EXTERIOR**

Q1:

words you would like this project to embody

Q1-What words would you like this project to embody?

ENLIGHTENING  
WELCOMING  
SAFE  
HEALING  
COMFORTABLE  
THERAPEUTIC  
SERENITY  
CALMING  
NATURE

**ENLIGHTENING.**

- healing
- therapeutic
- serenity,
- nature

**WELCOMING.**

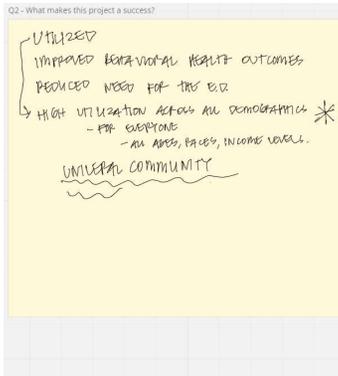
- no wrong door

**SAFE.**

- comfortable
- calming

Q2:

what makes this project a success



**UTILIZATION.**

- Across all demographics
- Inclusive (for everyone)
- Universal community

**IMPROVED OUTCOMES.**

**REDUCED NEED FOR THE  
E.D.**

Q3:

words used to describe a POSITIVE experience

Q3 - What words would you use to describe a POSITIVE experience at this facility?

USER FRIENDLY  
WELCOMING STAFF / HELPFUL  
INCLUSIVE  
  
SMOOTH PROCESS  
EFFICIENT  
COMFORTABLE  
PATIENTS LEAVE w/ A PLAN  
↳ NOT MORE QUESTIONS  
  
STAFF FEELING SAFE &  
SUPPORTED BY SECURITY  
PATIENTS NOT FEELING SECURITY  
JUDGEMENT FREE

**INCLUSIVE.**

- judgement free

**EFFICIENT.**

- smooth process
- patients leave with a plan, not with more questions

**USER FRIENDLY.**

- welcoming staff (helpful)
- comfortable
- feeling safe & supported by security, but not seen

Q4:

words used to describe a NEGATIVE experience

Q4 - What words would you use to describe a NEGATIVE experience?

INSTITUTIONAL  
COLD  
STERILE  
CHAOTIC  
BUREAUCRATIC  
OVERREACTIVE  
OVERLY SECURE  
↳ FORT KNOX  
FEELING LIKE YOU'RE JUST  
ANOTHER #

**INSTITUTIONAL.**

- cold
- sterile
- bureaucratic
- feeling like you're just another #

**CHAOTIC.**

**OVERREACTIVE.**

- overly secure (fort knox)

Q5: where does the first impression begin

Q5 - In your opinion, where does the first impression begin?

PHONE CALL → WHERE IS IT.  
DRIVING UP  
LOOKING AT WEBSITE  
→ EASE OF DRIVING UP.

WANT TO FEEL  
PLEASED & COMFORTABLE  
SHOULD LOOK PROFESSIONAL

**PHONE CALL.**

**DRIVING UP.**

- ease of driving up

**WEBSITE.**

- \*want to feel pleased and comfortable
- \*should look professional

Q6:

what is the tone or feeling people should experience

Q6 - What is the tone or feeling you would like people to experience?

SUPPORTED  
CAME TO THE RIGHT PLACE  
CONFIDENCE IN THE TREATMENT  
NO WRONG DOOR  
SENSE OF RELIEF  
↳ BY FAMILY  
NO SECOND GUESSING  
UNDOING PRIOR THOUGHTS/FEAR  
↳ HARD TO UNDO  
IN STEP #2  
FEEL HEARD

**SUPPORTED.**

- no wrong door
- feeling heard

**REASSURED.**

- came to the right place
- sense of relief (by family)

**CONFIDENT.**

- came to the right place
- no second guessing
- undoing prior thoughts/fear (hard to undo in step #2)

Q6:

what is the tone or feeling people should experience

Q6 - What is the tone or feeling you would like people to experience?

SUPPORTED  
CAME TO THE RIGHT PLACE  
CONFIDENCE IN THE TREATMENT  
NO WONDERS  
SENSE OF RELIEF  
↳ BY FAMILY  
NO SECOND GUESSING  
UNDOING PRIOR THOUGHTS/FEAR  
↳ HARD TO UNDO  
IN STEP #2  
FEEL HEARD

**SUPPORTED.**

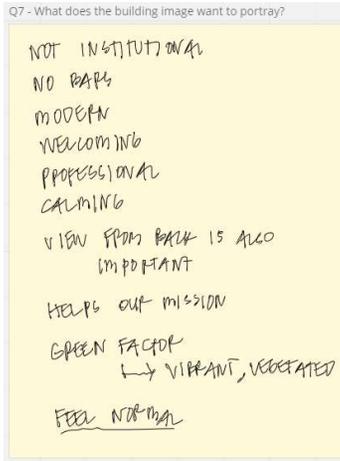
**REASSURED.**

**CONFIDENT.**

undo prior or perceived negative thoughts and fear  
(hard to undo in step #2)

Q7:

what does the building image want to portray



**MODERN.**

- not institutional
- 'green' factor (vibrant, vegetated)

**WELCOMING.**

- no bars
- calming
- view from 'back' is also important

**PROFESSIONAL.**

- helps our mission

perspective 1

# FIRST IMPRESSION



perspective 2  
**APPROACH**





**Questions?**