

CHAPTER 206: VETERANS CANTEEN SERVICE (VCS)

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1 PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 206: Canteen Service. It applies to all medical facilities in Department of Veterans Affairs (VA).

Veterans Canteen Service (VCS) includes the following service areas: Retail Store, Optical Shop, Barber and Beauty Shop, Vendor Concession, Food Court, Coffee Shop and Vending Area. The Veterans Canteen Service mission is to enhance the comfort and well-being of Veterans enrolled in the VA Healthcare system; as well as serve VA employees, volunteers, and visitors to VA facilities.

2 DEFINITIONS

Day Shift Factor: The percentage of employees who will be on site for the Peak Volume Single Meal. Number should exclude employees who are on vacation, sick leave or traveling. If no value is given, a default value of 0.75 will be used.

Dine in Rate: The estimated percentage of employees who obtain a meal in the Canteen Cafeteria and use the dining room as opposed to carryout. The default value for the Dine in Rate is 85%.

Employee Site Population: The total number of paid and non-paid employees, physicians, contractors, and volunteers on site during a 24-hour period. These are not FTE's.

Food Court Area: An area consisting of a food preparation and production area, ware washing area, serving area and dining room.

Food Court Service: A type of food service consisting of serving counters or food shops, and food displays, each offering different menu items. The food shops may be configured in a single line or scattered to allow arbitrary walking paths. The food shops offer menu items that are served to the customer, or made-to-order and then served. Some counters, such as a salad bar, offer food that is self-served. Packaged prepared food and beverages are offered from self-service display equipment. Customers collect menu items on a tray and proceed to a cashier counter for payment.

Food Shop: A food counter or station in a cafeteria that offers a particular food concept or menu. A partial list of branded concepts for Food Shops developed by VCS or available from a commercial provider as follows: Country Cooking, Deli, Grill, Chicken Express, Salad Bar (Self-Served), Salad Shop (Made-to-Order), Mexican, International, Pizza, Pizza & Salad, Starbucks, Beverages, To-Go (Packaged food and desserts), etc.

Nutrition and Food Services: Nutrition and Food Services (NFS) provides meals and nourishments that contribute to the healing and comfort of and meet the medical and nutritional requirements of Veterans admitted as inpatients to a VA facility. Some residential facilities are also served by NFS.



Participation Factor: The projected percentage of the available employees and visitors that will participate in the Food Court. This factor can vary from 35% to 75% depending on the quality of the food and service, the availability of alternative dining facilities, the meal price point compared to commercial dining facilities, length of employee meal period, and the proximity of the cafeteria in relationship to its customers. The Participation Factor may be based on historical data of an existing cafeteria, or projected data based on similar facilities in the area. If no value is given, a default value of 50% for lunch and 15% for breakfast will be used.

Peak Half Hour Factor: Based on industry standards and historical data, 36% of cafeteria customers dine in the peak half-hour of business.

Peak Volume Single Meal: The maximum projected number of meals served in the Canteen Cafeteria during a single meal period (breakfast or lunch or dinner).

Peak Volume Meals per Day: The maximum projected number of meals served in the Cafeteria during a single day (breakfast and lunch and dinner).

Seating Inefficiency Factor: A factor that accounts for the fact that all seats at one dining table are not utilized. Based on industry standards and historical data, this factor is 0.85.

Serving Area: Area of the Food Court associated with customer service including food shops, serving counters, display equipment, customer circulation space and cashier stations.

State Licensing Agency (SLA): The United States Department of Education has been designated as the State Licensing Agency for implementation of the Act commonly known as the “Randolph-Sheppard Act”. The SLA shall issue licenses to blind persons who are qualified to operate vending facilities in accordance with the Act and administer the vending facilities on behalf of the state.

Visitor Factor: Number of visitors, volunteers, contractors, or guests expressed as a percentage of the total dining population. If no value is given, a default value of 1.15 will be used.

Veteran’s Canteen Service (VCS): Veterans Canteen Service includes the following service areas: Retail Store, Optical Shop, Barber and Beauty Shop, Vendor Concessions, Food Court, Coffee Shop and Vending Area.

Space Planning / SEPS

Building Gross (BG) Factor: A Factor applied to the sum of all the Departmental Gross Square Footage (DGSF) in a project to determine the Building Gross Square Footage. This factor accounts for square footage used by the building envelope, structural systems, horizontal and vertical circulation including main corridors, elevators, stairs and escalators, shafts, and mechanical spaces. The Department of Veterans Affairs has set this factor at 1.35 and included guidance in case of variance when developing a Program for Design (PFD) in SEPS.



Department Net to Gross (DNTG) Factor: A parameter, determined by the VA for each clinical and non-clinical department PG-18-9 space planning criteria chapter, used to convert the programmed Net Square Feet (NSF) area to the Department Gross Square Feet (DGSF) area.

Full-Time Equivalent (FTE): A staffing parameter equal to the amount of time assigned to one full time employee. It may be composed of several part-time employees whose combined time commitment equals that of one full-time employee (i.e., 40 hours per week).

Functional Area (FA): The grouping of rooms and spaces based on their function within a clinical service or department.

Functional Area Criteria Statement (FACS): A verbalized mathematical / logical formulation assigned to a FA incorporating answers to Input Data Statements (IDSs) to determine the condition for providing the rooms / spaces listed in the FA in the baseline space program or Program for Design (PFD) for a project. Certain rooms / spaces may or may not have additional conditions.

Input Data Statement(s): A question or set of questions designed to elicit information about the healthcare project to generate a Program for Design (PFD) based on the parameters set forth in this set of documents. This information is processed through mathematical and logical operations in the VA Space and Equipment Planning System (SEPS).

JSN (Joint Schedule Number): A unique five alpha-numeric code assigned to each content item in the PG-18-5 Standard. JSNs are defined in DoD's Military Standard 1691 and included in SEPS Content Table.

Net Square Feet / Net Square Meters (NSF/NSM): The area of a room or space derived from that within the interior surface of the bounding walls or boundaries.

Program for Design (PFD): A project specific itemized listing of the spaces, rooms, and square foot area required for the proper operation of a specific service / department, and the corresponding area for each. PFDs are generated by SEPS based on the PG-18-9 Standard.

PG-18-5: A Department of Veterans Affairs' Equipment Guidelist Standard for planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that lists assigned room contents (medical equipment, furniture, and fixtures) to each room in PG-18-9. PG-18-5 follows PG-18-9's chapter organization and nomenclature.

PG-18-9: A Department of Veterans Affairs' Program Guide for the Space Planning Criteria Standard use to develop space planning guidance for the planning, design, and construction of VA healthcare facilities; a Program Guide (PG) that provides space planning guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). PG-18-9 is organized by chapters, as of September 2021 there are 56 clinical and non-clinical PG-18-9 chapters; they are implemented and deployed in SEPS so that space planners working on VA healthcare projects can develop baseline space programs.



PG-18-12: A Department of Veterans Affairs' Design Guide Standard for planning, design and construction of VA healthcare facilities, a Program Guide (PG) that provides design guidance for VA Medical Centers (VAMCs) and Community Bases Outpatient Clinics (CBOCs). The narrative section details functional requirements and the Room Template section details the planning and design of key rooms in PG-18-9. Not all PG-18-9 chapters have a corresponding PG-18-12 Design Guide; one Design Guide can cover more than one PG-18-9 chapter.

Room Area: The square footage required for a clinical or non-clinical function to take place in a room / space. It takes into account the floor area required by equipment (medical and non-medical), furniture, circulation, and appropriate function / code-mandated clearances. Room area is measured in Net Square Feet (NSF).

Room Code (RC): A unique five alpha-numeric code assigned to each room in the PG-18-9 Standard. Room Codes in PG-18-9 are unique to VA and are the basis for SEPS's Space Table for VA projects.

Room Criteria Statement (RCS): A mathematical / logical formulation assigned to each room / space included in PG-18-9 incorporating answers to Input Data Statements (IDSs) to determine the provision of the room / space in the baseline space program or Program for Design (PFD) for a project.

SEPS: Acronym for Space and Equipment Planning System which produces equipment lists and Program for Design for a healthcare project based on specific information entered in response to Input Data Questions.

SEPS Importer: A style-based format developed to allow upload of RCSs and IDSs to SEPS to implement and operationalize space planning criteria in PG-18-9 in the SEPS digital tool. This format establishes the syntax used in the RCSs and allows the use of Shortcuts. Shortcuts allow developers of space planning criteria statements to simplify RCSs making full use of their logical and mathematical functionality. A shortcut can refer to an RCS, a room in any FA or a formula. Shortcuts are [bracketed] when used in FAs and RCSs and are listed along with their equivalences at the end of the Space Planning Criteria section.

Space Planning Concept Matrix (SPCM): A working document developed during the chapter update process. It lists all the rooms organized by Functional Area and establishes ratios between the directly and the indirectly workload driven rooms for the planning range defined in this document. The matrix is organized in ascending workload values in ranges reflecting existing facilities and potential future increase. Section 5 of this document Space Planning Criteria reflects the values in the SPCM.



VA Room Family (VA RF): An organizational system of rooms / spaces grouped by function, a 'Room Family'. There are two "Orders" in the VA RF: Patient Care and Patient Care Support; Patient Care features four sub-orders: Clinical, Inpatient, Outpatient and Residential Clinical. There are also four sub-orders in the Patient Care Support order: Building Support, Clinical Support, Staff Support and Veteran Support. Each room in a Family has a unique Room Code and NSF assigned based on its Room Contents and function which correspond to the specific use of the room. The same RC can be assigned to different Room Names with the same function in this document and can be assigned an NSF that varies based on the PG-18-5 Room Contents assigned to the room.

VA Technical Information Library (TIL): A resource website maintained by the Facilities Standards Service (FSS) Office of Construction and Facilities Management (CFM) containing a broad range of technical publications related to the planning, design, leasing, and construction of VA facilities. VA-TIL can be accessed at: <https://www.cfm.va.gov/TIL/>

Workload: Workload is the anticipated number of procedures, clinic stops, clinic encounters etc. that is processed through a department/service area. The total workload applied to departmental operational assumptions will determine overall room requirements by modality.

3 OPERATING RATIONALE AND BASIS OF CRITERIA

- A. Space Planning parameters and metrics in this document are based on the Veterans Canteen Service (VCS) Space Planning Criteria Matrix (SPCM) developed as a basis for this chapter. The VCS-SPCM lists all the values included in each range a VA site would require; the quantity and NSF for each room is calculated based on the projected number of FTE positions. The VCS-SPCM is organized in 10 ranges, each range represents an increment of 500 FTEs -the driver for this chapter- correlated to the number of daily peak volume meal. The ranges cover between 100 and 5,000 FTEs or between 315 to 3,170 daily peak volume meals with the intent to cover all current and future VA VCS sites.
- B. The Quantity (Q) and area (NSF) values developed in the SPCM are reflected in the Room Criteria Statements, placed immediately below each room name, room code and NSF/NSM, for each room in Section 5 of this document. The number of FTE positions driver is included in the Input Data Statement in Section 4. Both Sections are implemented in the Space Planning and Equipment System (SEPS) software accessible through the MAX.gov website. Planners programming a VA VCS project shall develop a baseline Program for Design (PFD) in SEPS.
- C. SEPS incorporates a Net-to-Department Gross factor (NTDG) factor of **1.20** for VCS projects and a Building Gross (BGS) factor of 1.35 to the aggregate Department Gross Square Feet (DGSF) of all the departments included in the project to generate the Building Gross Square Feet (BGSF). Planners can adjust the BGSF factor in SEPS; the NTDG factor is fixed.



- D. The space planning and design Program Guides: PG-18-9, PG-18-5, and PG-18-12 are available at the [Department of Veterans Affairs Office of Construction and Facilities Management \(CFM\) Technical Information Library \(TIL\)](#) website.
- E. All new construction projects must consider consolidation Veterans Canteen Service (VCS) and Nutrition and Food Services (NFS). The Chief, Canteen Services and the Chief, Nutrition and Foodservices must be advised before planning of a combined VCS and NFS operation is undertaken.

4 INPUT DATA STATEMENTS (IDS)

- A. How many FTE positions in total are authorized for this facility? (S) (Values: 100 to 5,000)

5 SPACE PLANNING CRITERIA

A. FA 1: COFFEE SHOP AREA

- 1. **Coffee Shop, VC Svc (SV626).....100 NSF (9.3 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 200 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 300 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 400 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 500 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 600 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 700 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 800 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 900 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 1,000 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000



- 2. Coffee Shop Storage Room, VC Svc (SV627)30 NSF (2.8 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 60 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 90 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 150 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 210 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 240 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 270 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 300 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

Space includes storage for sufficient food and supplies to replenish only once daily.

- 3. Coffee Shop Seating Area, VC Svc (SV628)40 NSF (3.8 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 80 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 160 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 200 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 240 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 280 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 320 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 360 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 400 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000



Additional area shall be justified by market study on a project-by-project basis. The Coffee Shop is located in high traffic areas and often times remote from the main VCS Food Court.

B. FA2: OPTICAL SHOP AREA

This area provides optical services to patients and other authorized VCS customers. It may be located next to the VCS retail store or near the eye clinic. Do not duplicate space provided in Eye Clinic.

1. Optical Fitting Area

Eyeglass Fitting / Dispensing Room, Eye Clnc (CEY91)200 NSF (18.6 NSM)

- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 2,500*
- b. *Provide two if [FTE positions authorized for this facility] is between 2,501 and 5,000*

Allocated area accommodates optical cabinet display, dispensing table, spectacle warmer, automated & manual lensometer.

2. Optical Fitting Area

Contact Lens Fitting / Dispensing, Eye Clnc (CEY93)160 NSF (14.9 NSM)

- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 5,000*

Allocated area accommodates dispensing table, automated and manual lensometer. This room shall be provided within the Optometry Patient Area.

3. Optician / Technician Office, VC Svc (SS204)120 NSF (11.2 NSM)

- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 2,500*
- b. *Provide two if [FTE positions authorized for this facility] is between 2,501 and 5,000*

Allocated area provides space for clerical work, repair work and limited storage of product and materials.

4. Optical Fitting Area

Eyeglass Frame Storage Room, Eye Clnc (CEY95).....80 NSF (7.5 NSM)

- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 2,500*
- b. *Provide one at 100 NSF if [FTE positions authorized for this facility] is between 2,501 and 5,000*

5. Optical Fitting Area

Contact Lens Storage Room, Eye Clnc (CEY97)80 NSF (7.5 NSM)

- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 5,000*

This room may be placed within the Optometry Patient Area.



C. FA 3: BARBER / BEAUTY SHOP

- 1. Barber / Beauty Shop, VC Svc (SV631)200 NSF (18.6 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 2,000*
 - b. *Provide one at 300 NSF if [FTE positions authorized for this facility] is between 2,001 and 4,000*
 - c. *Provide one at 380 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000*

This area provides waiting space, barber services, and the associated equipment required for the care of long term care patients.

D. FA 4: VENDING AREA

- 1. Vending Machines, VC Svc (SV683).....50 NSF (4.7 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 1,000*
 - b. *Provide one at 100 NSF if [FTE positions authorized for this facility] is between 1,001 and 2,000*
 - c. *Provide one at 150 NSF if [FTE positions authorized for this facility] is between 2,001 and 3,000*
 - d. *Provide one at 200 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000*
 - e. *Provide one at 250 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000*

Compliance with provisions of the Randolph-Sheppard Act is mandatory in new VA space or major renovation projects greater than 15,000 NSF and 100 FTEs (See Paragraph 6 of this document for specific details and action required.) VA must provide suitable space of at least 250 NSF. The SLA has 30 days to indicate its interest in establishing a vending facility and must submit a permit application. When an application is not approved, VA must inform the SLA in writing of the decision and the reasons for the disapproval. VA is under no obligation to displace existing facilities operated by the Veterans Canteen Service (VCS) and any blinded vending operation will operate in competition with existing VCS vending facilities. This area should be capable of being divided from the Main Cafeteria area and capable of being accessed 24 / 7.



E. FA 5: CAFETERIA SERVING AREA

Provide this functional area if a combined operation of Veterans Canteen Services and Nutrition Food Services is authorized, or if a VCS Food Court is authorized.

- 1. Cafeteria Serving Area, VC Svc (SV674).....770 NSF (71.6 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 1,535 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 2,305 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 3,070 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 3,840 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 4,605 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 5,370 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 6,140 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 6,905 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 7,675 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

The projected number is subject to increase in order to accommodate the food shops or counters that meet the requirements of the dining population. As a general rule, 1200 NSF are required to support a full-menu Food Court. Architectural features or elements may also affect the final size of the Serving Area. Type and number of shops to be included in each facility will be determined on a project-by-project basis during the initial conceptual design phases. Refer to the Index of this document for a list of optional Food Shops.



F. FA 6: CAFETERIA DINING AREA

Provide this functional area if a combined operation of VCS and Nutrition Food Services is authorized, or if a VCS Food Court is authorized.

1. Dining Area, VC Svc (SV678) 1,165 NSF (108.3 NSM)

- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
- b. Provide one at 2,330 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
- c. Provide one at 3,495 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
- d. Provide one at 4,660 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
- e. Provide one at 5,825 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
- f. Provide one at 6,990 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
- g. Provide one at 8,155 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
- h. Provide one at 9,315 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
- i. Provide one at 10,480 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
- j. Provide one at 11,645 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

This space consists of a seating area for patients, employees / staff, volunteers, visitors, and students, and a condiment and water station. Circulation within the space is included. The dining room should be located adjacent to the food serving area and the kitchen, and to the Retail Store. Exterior views are desirable. Tables and chairs are preferred to fixed booths. Separate dining areas for Staff are discouraged.



G. FA 7: FOOD COURT SUPPORT AREA

Provide this functional area if a combined operation of Veterans Canteen Services and Nutrition Food Services is authorized, or if a Canteen Food Court is authorized.

1. Food Court Receiving, VC Svc (SV635).....65 NSF (6.1 NSM)

- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
- b. Provide one at 125 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
- c. Provide one at 190 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
- d. Provide one at 255 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
- e. Provide one at 315 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
- f. Provide one at 380 NSF if [FTE positions authorized for this facility] is between 2,501 and 5,000

The receiving area is used for staging and receiving food and supplies, holding empty returns such as bakery racks, holding used cooking oil for pick-up, and general circulation space for outgoing waste containers.

2. Non-Food Storage Room, VC Svc (SV639)30 NSF (2.8 NSM)

- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
- b. Provide one at 65 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
- c. Provide one at 95 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
- d. Provide one at 125 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
- e. Provide one at 160 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
- f. Provide one at 190 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
- g. Provide one at 220 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
- h. Provide one at 255 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
- i. Provide one at 285 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
- j. Provide one at 315 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

This is a secured room to store disposables, dishes, cups and cutlery, paper products, catering supplies, small cooking utensils, aprons, hats, gloves, seasonal displays, etc.



- 3. Dry-Food Storage Room, VC Svc (SV644)65 NSF (6.1 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 500*
 - b. *Provide one at 125 NSF if [FTE positions authorized for this facility] is between 501 and 1,000*
 - c. *Provide one at 190 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500*
 - d. *Provide one at 255 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000*
 - e. *Provide one at 315 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500*
 - f. *Provide one at 380 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000*
 - g. *Provide one at 445 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500*
 - h. *Provide one at 505 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000*
 - i. *Provide one at 570 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500*
 - j. *Provide one at 635 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000*

Secured room for the storage of foods and bottled beverages that do not require refrigeration. Space guidelines are based on a three-day supply of food. In some climates, temperature and humidity control may be required.



- 4. Refrigerated / Frozen Food Storage Room, VC Svc (SV648)65 NSF (6.1 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 500*
 - b. *Provide one at 125 NSF if [FTE positions authorized for this facility] is between 501 and 1,000*
 - c. *Provide one at 190 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500*
 - d. *Provide one at 255 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000*
 - e. *Provide one at 315 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500*
 - f. *Provide one at 380 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000*
 - g. *Provide one at 445 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500*
 - h. *Provide one at 505 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000*
 - i. *Provide one at 570 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500*
 - j. *Provide one at 635 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000*

The total walk-in box area is typically 50% refrigerator and 50% freezer. This ratio may be changed to accommodate a facility needs.



- 5. Food Preparation / Production, VC Svc (SV653)80 NSF (7.5 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 160 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 240 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 320 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 395 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 475 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 555 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 635 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 715 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 795 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

Food Preparation and Production are the activities that occur from the time ingredients leave the Storage Area until the prepared menu items are brought to the point of use or service. The back-of-house food preparation and production should be limited to slow cooking and pre-preparation of menu items that are to be assembled or cooked in the Serving Area in view of the customer.

- 6. Dining Utensils Washing Room, VC Svc (SV657)340 NSF (31.6 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 520 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 780 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 940 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 1,120 NSF if [FTE positions authorized for this facility] is between 2,001 and 5,000



TABLE 1: DISH WASHING AREA CALCULATION

PEAK VOLUME SINGLE MEAL AREA	DISHWASHING	CLEAN DISH COLLECTION AREA	TOTAL AREA
Less than 250	250 NSF (23.3 NSM)	90 NSF (8.4 NSM)	340 NSF (31.6 NSM)
251 - 500	370 NSF (34.4 NSM)	150 NSF (14.0 NSM)	520 NSF (48.4 NSM)
501 – 900	600 NSF (55.8 NSM)	180 NSF (16.8 NSM)	780 NSF (72.5 NSM)
901 – 1400	760 NSF (70.7 NSM)	180 NSF (16.8 NSM)	940 NSF (87.4 NSM)
1401 – 2000	880 NSF (81.8 NSM)	240 NSF (22.3 NSM)	1120 NSF (104.1 NSM)

This area includes a soiled tray return area with a conveyor belt.

- 7. Pot Washing Room, VC Svc (SV663).....45 NSF (4.2 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 90 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 135 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 220 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 265 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 310 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 355 NSF if [FTE positions authorized for this facility] is between 3,501 and 5,000



- 8. Sanitation / Recycling Room, VC Svc (SV667).....65 NSF (6.1 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 125 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 190 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 255 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 315 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 380 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 445 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 505 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 570 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 635 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

This space provides storage for hazardous chemicals and cleaning compounds that must be kept separate from food products; cleaning equipment, buffers, mops and brooms; disposables (paper, plastic, glass, metal, etc.) being recycled by the facility; and a holding room for items not being recycled.

- 9. Trash Holding Refrigerated Room, VC Svc (SV672).....100 NSF (9.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 1,000
 - b. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 1,001 and 2,000
 - c. Provide one at 140 NSF if [FTE positions authorized for this facility] is between 2,001 and 3,000
 - d. Provide one at 160 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000
 - e. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000
- 10. Waste Pulper System Room, VC Svc (SV673)50 NSF (4.7 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 5,000
- 11. Housekeeping Aides Closet (HAC), Bldg Sprt (SB244)60 NSF (5.6 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 1,500
 - b. Provide one at 80 NSF if [FTE positions authorized for this facility] is between 1,501 and 5,000



H. FA 8: RETAIL STORE AREA

- 1. Retail Store, VC Svc (SV614)150 NSF (14.0 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 500*
 - b. *Provide one at 300 NSF if [FTE positions authorized for this facility] is between 501 and 1,000*
 - c. *Provide one at 450 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500*
 - d. *Provide one at 600 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000*
 - e. *Provide one at 750 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500*
 - f. *Provide one at 900 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000*
 - g. *Provide one at 1,050 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500*
 - h. *Provide one at 1,200 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000*
 - i. *Provide one at 1,350 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500*
 - j. *Provide one at 1,500 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000*

The Retail Area provides space for displaying and selling retail merchandise including, but not limited to over-the-counter medication, snacks and beverages, health and beauty aids, electronics, men’s, and women’s clothing.



- 2. Secure Retail, VC Svc (SV618)65 NSF (6.1 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 125 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 190 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 250 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 315 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 375 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 440 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 500 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 570 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 625 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000
- 3. Retail Store Storage Room, VC Svc (SV601).....40 NSF (3.8 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 75 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 115 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 150 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 190 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 225 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 265 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 300 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 340 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 375 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

This area provides space for checking, marking, and storing items that will be displayed in the Retail Area.



- 4. Retail Store Receiving, VC Svc (SV605).....10 NSF (1.0 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 500*
 - b. *Provide one at 25 NSF if [FTE positions authorized for this facility] is between 501 and 1,000*
 - c. *Provide one at 35 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500*
 - d. *Provide one at 45 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000*
 - e. *Provide one at 55 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500*
 - f. *Provide one at 70 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000*
 - g. *Provide one at 80 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500*
 - h. *Provide one at 90 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000*
 - i. *Provide one at 100 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500*
 - j. *Provide one at 115 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000*

The area is immediately adjacent to Retail Storage and has direct access to the loading dock or the building receiving platform. If VCS and NFS are combined, this area is still required.



- 5. Retail Store Remote Receiving Storage Room, Canteen (SV609)10 NSF (1.0 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 15 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 25 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 30 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 40 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 45 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 55 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 60 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 70 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 75 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

If the Retail Storage area is in a remote location on the campus and is not adjacent to the Retail Store, the storage area will require its own receiving area.

- 6. Housekeeping Aides Closet (HAC), Bldg Sprt (SB244)60 NSF (5.6 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 5,000



I. FA 9: RETAIL CONCESSION AREA

- 1. Retail Store Concessions Display / Storage, VC Svc (SV623).....25 NSF (2.4 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 500
 - b. Provide one at 45 NSF if [FTE positions authorized for this facility] is between 501 and 1,000
 - c. Provide one at 70 NSF if [FTE positions authorized for this facility] is between 1,001 and 1,500
 - d. Provide one at 90 NSF if [FTE positions authorized for this facility] is between 1,501 and 2,000
 - e. Provide one at 115 NSF if [FTE positions authorized for this facility] is between 2,001 and 2,500
 - f. Provide one at 135 NSF if [FTE positions authorized for this facility] is between 2,501 and 3,000
 - g. Provide one at 160 NSF if [FTE positions authorized for this facility] is between 3,001 and 3,500
 - h. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 3,501 and 4,000
 - i. Provide one at 205 NSF if [FTE positions authorized for this facility] is between 4,001 and 4,500
 - j. Provide one at 225 NSF if [FTE positions authorized for this facility] is between 4,501 and 5,000

This is a separate lockable room adjacent to the Retail Store or the Cafeteria.
Outside vendors lease the space for the display and sale of merchandise.

J. FA 10: STAFF AND ADMINISTRATIVE AREA

- 1. VC Service Chief Office, Staff Sprt (SS204)100 NSF (9.3 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 5,000
- 2. VC Food Section Assistant Chief Office, Staff Sprt (SS204).....100 NSF (9.3 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 5,000
- 3. VC Retail Assistant Chief Office, Staff Sprt (SS204).....100 NSF (9.3 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 5,000
- 4. Secure Money Handling Room, VC Svc (SV696).....100 NSF (9.3 NSM)**
 - a. Provide one if [FTE positions authorized for this facility] is between 100 and 1,000
 - b. Provide one at 120 NSF if [FTE positions authorized for this facility] is between 1,001 and 5,000



- 5. Canteen Clerk Workstation, Stff Sprt (SS218).....56 NSF (5.3 NSM)**
- a. *Provide two if [FTE positions authorized for this facility] is between 100 and 1,000*
 - b. *Provide three if [FTE positions authorized for this facility] is between 1,001 and 2,000*
 - c. *Provide four if [FTE positions authorized for this facility] is between 2,001 and 3,000*
 - d. *Provide five if [FTE positions authorized for this facility] is between 3,001 and 5,000*

This is a touch-down workstation.

- 6. Staff Breakroom, Stff Sprt (SS262).....180 NSF (16.8 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 1,000*
 - b. *Provide one at 240 NSF if [FTE positions authorized for this facility] is between 1,001 and 2,000*
 - c. *Provide one at 300 NSF if [FTE positions authorized for this facility] is between 2,001 and 3,000*
 - d. *Provide one at 360 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000*
 - e. *Provide one at 420 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000*

- 7. Female Staff Locker Room, Stff Sprt (SS232)100 NSF (9.3 NSM)**
- a. *Provide one if [FTE positions authorized for this facility] is between 100 and 1,000*
 - b. *Provide one at 140 NSF if [FTE positions authorized for this facility] is between 1,001 and 2,000*
 - c. *Provide one at 180 NSF if [FTE positions authorized for this facility] is between 2,001 and 3,000*
 - d. *Provide one at 220 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000*
 - e. *Provide one at 260 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000*

Provide locker space only for those FTEs without assigned office or workspace. For less than five FTE combine Locker Room facilities with adjacent department or sum in chapter 410.



- 8. Male Staff Locker Room, Staff Sprt (SS241)100 NSF (9.3 NSM)**
- a. Provide one if [FTE positions authorized for this facility] is between 100 and 1,000
 - b. Provide one at 140 NSF if [FTE positions authorized for this facility] is between 1,001 and 2,000
 - c. Provide one at 180 NSF if [FTE positions authorized for this facility] is between 2,001 and 3,000
 - d. Provide one at 220 NSF if [FTE positions authorized for this facility] is between 3,001 and 4,000
 - e. Provide one at 260 NSF if [FTE positions authorized for this facility] is between 4,001 and 5,000
- 9. Universal Staff Toilet, Staff Sprt (SB191).....60 NSF (5.6 NSM)**
- a. Provide two if [FTE positions authorized for this facility] is between 100 and 2,500
 - b. Provide three if [FTE positions authorized for this facility] is between 2,501 and 5,000

Allocated NSF accommodates one accessible toilet @ 25 NSF, one wall-hung lavatory @ 12 NSF, ABA clearances, and circulation.

K. SEPS IMPORTER SHORTCUTS

The following shortcuts are used in the Room Criteria Statements in the Veteran Canteen Service (VCS) Functional Areas. These shortcuts are used during upload of this document into the Space and Equipment Planning System (SEPS) software during implementation of the space planning parameters contained herewith to allow for mathematical or logical calculations to be performed. Input Data Statements (IDSs), Rooms or a partial calculation formula can have a shortcut.

- 1. *FTE positions authorized for this facility:* [How many FTE positions in total are authorized for this facility?]

6 PLANNING AND DESIGN CONSIDERATIONS

- A. The Chief, Canteen Service must be notified if a joint VCS / DoD operation is being considered.
- B. Veterans Canteen Services are a major traffic generator in the Medical Center and therefore should be located on the main floor and be easily accessible from the passenger elevators.
- C. The customer areas, Retail Store, entry to the Food Court, Vending, and the Barber and Beauty shop, shall have direct access from a main corridor.
- D. On all new construction projects, the VCS Food Court will be combined with NFS. In remodels, the two areas should be collocated, when possible.
- E. All areas must comply with VA's Barrier Free Design Guide PG-18-13 and ADAAG, current accepted version.
- F. Automatic doors should be provided to aid access of non-ambulatory patients.



- G. Emergency power shall be provided for Canteen Retail Stores and Food Court.
- H. Exhaust hoods shall be located, where possible, to avoid or minimize horizontal duct runs.
- I. Walk-in refrigerator and freezer floors shall be constructed in a recess in the slab, where possible.
- J. The VCS Food Court will offer meals on single-use disposable wares. Permanent dishes and utensils may be used, if authorized.
- K. Permanent and disposable cafeteria trays will be offered.
- L. Centralized cashier stations at the exit point of the Food Court will be used.
- M. Employees have approximately 30 minutes for lunch, the peak meal.
- N. Employees are permitted to take food back to their offices / workspaces.
- O. Randolph-Sheppard requirements
 1. The Randolph-Sheppard (R-S) Act requires the Secretary of the Department of Education (DOED) to promulgate regulations establishing a national program to place visually impaired vendors in vending operations (including vending machines) within facilities owned by the Federal government. Pursuant to the Act, the DOED Secretary must also designate an agency in each state to license blind vendors for facilities on Federal properties. 20 U.S.C. Section 107a(a)(5). These are called state licensing agencies (SLAs). Under the Act, Federal agencies have a duty to extend to the SLAs an opportunity to seek space for blind vendors to conduct business. Complying with the Act results, at some VHA facilities, in allowing blind vendors to compete with the Veterans Canteen Service.
 2. The R-S regulations prohibit building, acquiring or substantially altering facilities that meet specified size and patronage requirements unless it is determined that the design includes a satisfactory site or sites for a blind vendor. 34 C.F.R. Sections 395.31(a) and (b). The regulatory provisions do not apply when fewer than 100 Federal Government employees are or will be located during normal working hours in the building to be acquired or otherwise occupied or when such building contains less than 15,000 square feet of interior space to be used for Federal Government purposes in the case of buildings in which services are to be provided to the public. 34 C.F.R. Section 395.31(d). See VA Directive 7632 attached (reissued May 15, 2002).
 3. Responsibility for administering the R-S program has been assigned to the Chief Facilities Management Officer. Space negotiations and commitments, infrastructure modifications, and electrical and plumbing support are matters that develop between local facility management and the SLA. By regulation, the permit issued to the SLA stipulates that agencies are responsible for cleaning, maintaining and repairing the space surrounding the vending facility, and that the vendors are responsible for sanitation, maintenance, and other aspects of managing the vending equipment. At most sites where R-S permits will be sought, the Veterans Canteen



Service (VCS) may already be providing or seeking to provide retail services, and coordination between local management and local Canteen Service officials is essential.

- P. Refer to Department of Veterans Affairs (VA) Office of Construction and Facilities Management Technical Information Library (www.cfm.va.gov/til/) for additional technical criteria.

7 FUNCTIONAL RELATIONSHIPS

Relationship of Veterans Canteen Service to services below:

TABLE 2: FUNCTIONAL RELATIONSHIP MATRIX

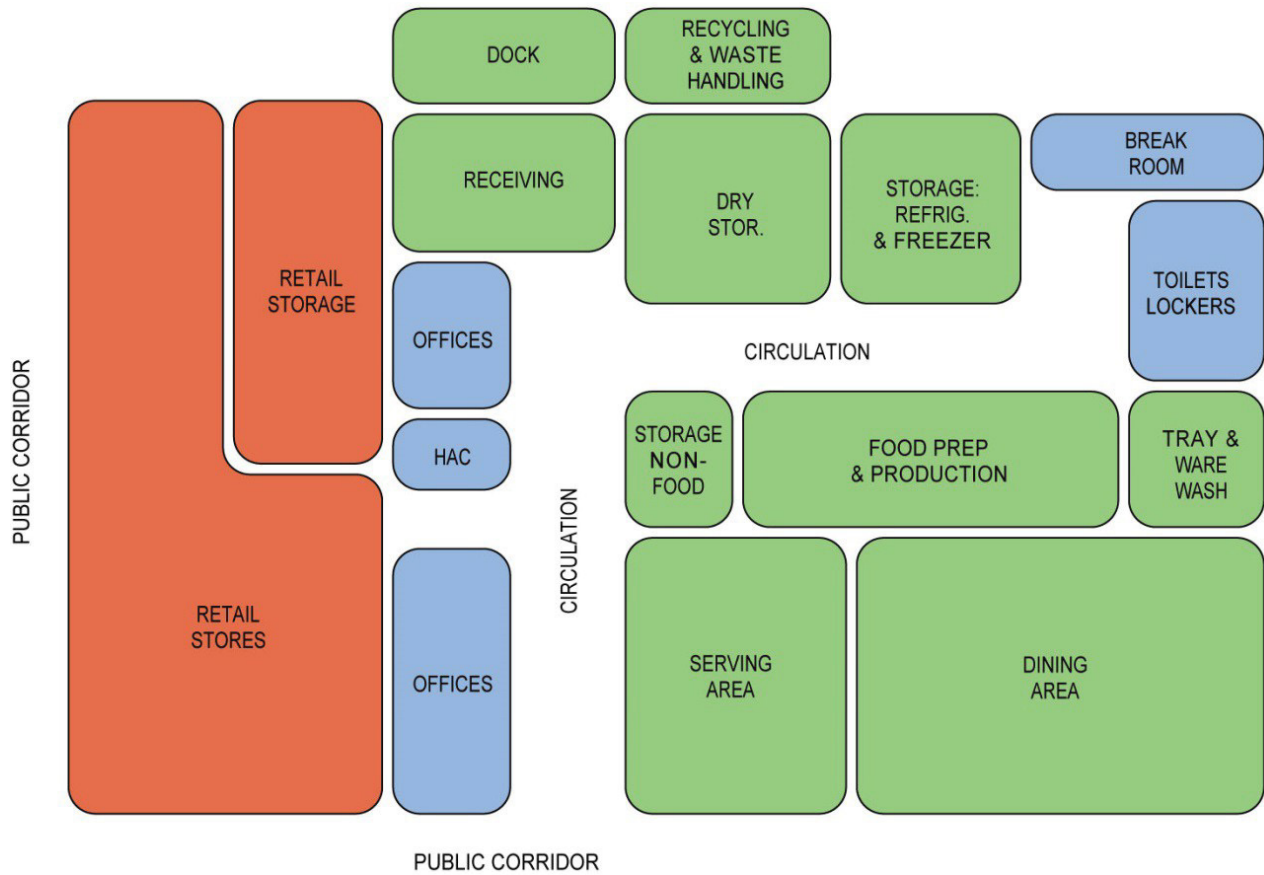
SERVICES	FUNCTIONAL RELATIONSHIP
BLDG SPRT: Lobby	1
BLDG SPRT: Logstcs Svc: Loading Dock	2
BLDG SPRT: Logstcs Svc: Warehouse	2
BLDG SPRT: Police & Security	3
VET SPRT: F&N Svc: Main Kitchen: Food Prep	3

Legend:

- 1. High
- 2. Moderate
- 3. Minimal



8 FUNCTIONAL DIAGRAM 1: VETERANS CANTEEN SERVICE SEPARATE FROM NUTRITION AND FOOD SERVICES



9 FUNCTIONAL DIAGRAM 2: VETERANS CANTEEN SERVICE COMBINED WITH NUTRITION AND FOOD SERVICES

