

CHAPTER 290: VOLUNTARY SERVICE

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1 PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 290: Voluntary Service. It applies to all medical facilities at the Department of Veterans Affairs (VA).

2 DEFINITIONS

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 (VARF): An organizational system of rooms / spaces grouped by function, a 'Room Family'. There are two "Orders" in the VARF: 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 Voluntary Service Space Planning Criteria Matrix (SPCM) developed as a basis for this chapter. The SPCM lists all the spaces a VA Voluntary Service site would require; the quantity and NSF for each room is calculated based on the number of VAVS Organizations represented in the VAVS Hospital Advisory Committee organized in twenty ranges each corresponding to one VAVS Organization.
- B. The room quantity (Q) and area (NSF) values included for each range 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 VAVS Organizations is included in the Input Data Statements (IDSs) 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 Voluntary Service project shall develop a baseline Program for Design (PFD) in SEPS.



- C. SEPS incorporates a Net-to-Department Gross (NTDG) factor of **1.20** for Voluntary Service and a Building Gross (BG) factor of 1.35 in the space calculation. These factors generate the Department Gross Square Feet (DGSF) and the Building Gross Square Feet (BGSF) for the project based on the aggregate resulting Net Square Feet (NSF) for all Departments included. 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. Administrative space is based on the following rationale:
 - 1. Staffing requirements from the Quarterly Name Listing of VHA personnel in Pay Status.
 - 2. Provisions for CRT and printer space to accommodate the automated records system used by Voluntary Service to collect and tabulate data for reporting information pertaining to Voluntary Services Programs Served and Status of Regularly Scheduled Volunteers.
 - 3. Voluntary Service policy that one volunteer sign-in area be available in administration.

4 INPUT DATA STATEMENTS (IDS)

- A. How many Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee? (W) (Values: 1 to 20)

5 SPACE PLANNING CRITERIA

A. FA 1: RECEPTION AREA

- 1. **Voluntary Reception, Staff Spft (SS221) 85 NSF (7.9 NSM)**
 - a. *Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 20*

Allocated NSF accommodates one Receptionist FTEs, patient privacy area, and circulation. This serves as the reception and control point for Voluntary Service. Activities performed in this office may include screening visitors, handling telephone calls, assisting Voluntary Service Chief and Officers.

- 2. **Voluntary Volunteer Check-in Kiosk, Clncl Spft (SC165) 105 NSF (7.9 NSM)**
 - a. *Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 20*

Allocated NSF accommodates one Receptionist FTEs, patient privacy area, and circulation. Volunteer Sign-In areas are typically located in the Main Entrance Lobby. Area provides space to accommodate workspace and automated record system for



volunteers to document their assignment activity, the meal sheet to be signed by each volunteer and the brochures/information sheets to be disseminated to them.

B. FA 2: STAFF AND ADMINISTRATIVE AREA

- 1. Voluntary Chief Office, Staff Sprt (SS204) 100 NSF (9.3 NSM)**
a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 20

The chief has administrative responsibility for all volunteer program activities. His/her duties include developing program and budget requirements, interviewing volunteers, representing Voluntary Service in liaison with service chiefs and veterans' organizations, placing volunteers in assignments with medical center programs and maintaining volunteer activity records.

- 2. Voluntary Assistant Chief Office, Staff Sprt (SS204) 100 NSF (9.3 NSM)**
a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 20

This position shares the administrative responsibility for the program with the chief. At some large medical centers and at medical centers with dual facilities, this office may have total technical and administrative responsibility for one segment and/or one facility and be under general supervision of the chief.

- 3. Voluntary Officer Workstation, Staff Sprt (SS218) 56 NSF (5.3 NSM)**
a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 5
b. Provide two if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 6 and 10
c. Provide three if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 15
d. Provide four if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 16 and 20

A voluntary Service Officer shares, in varying degrees, the administrative responsibility for the program with the chief. At some large medical centers and at medical centers with dual facilities, this office may have total technical and administrative responsibility for one segment and/or one facility and be under general supervision of the chief.



- 4. Voluntary Clerical Workstation, Stff Sprt (SS218) 56 NSF (5.3 NSM)**
 - a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 5*
 - b. Provide two if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 6 and 10*
 - c. Provide three if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 15*
 - d. Provide four if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 16 and 20*

This space can be incorporated into the Secretary and Reception area.

C. FA 3: VOLUNTEER AREA

- 1. Voluntary Organization Workstation, Stff Sprt (SS218)..... 56 NSF (5.3 NSM)**
 - a. Provide two if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 3*
 - b. Provide four if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 4 and 10*
 - c. Provide eight if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 20*

The workstations accommodate desk space used by one or more organizations as well as secured storage lockers for items distributed to veterans. Depending on the number of organizations involved and the frequency Reps / Deps occupy the area, the space may be planned as separate offices (private and/or shared), as an open office shared by several organizations with movable partitions creating work areas for each organization or a combination of both.

Note: Escort / Messenger Service Area In some medical centers, Voluntary Service or a Voluntary Organization supervises and administrates the hospital-wide transportation of patients and delivery of messages, lab specimens, etc.

- 2. Voluntary Team Room, Stff Sprt (SS291)240 NSF (22.3 NSM)**
 - a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 5*
 - b. Provide one at 300 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 6 and 10*
 - c. Provide one at 360 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 15*
 - d. Provide one at 420 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 16 and 20*

This area is used by Voluntary Service staff, volunteers and service organizations for volunteer activities such as receiving, sorting and distributing donated items; assembling / collating materials for hospital services; special projects; bagging comfort items for distribution; volunteer clerical assistance, etc.; meetings such as



volunteer orientation, Voluntary Executive Committee, conferences with hospital services, etc.

- 3. Voluntary Volunteer Breakroom, Staff Spt (SS262) 100 NSF (9.3 NSM)**
 - a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 2
 - b. Provide one at 120 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 3 and 5
 - c. Provide one at 180 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 6 and 10
 - d. Provide one at 240 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 15
 - e. Provide one at 300 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 16 and 20

D. FA 4: SUPPORT AREA

- 1. Voluntary Storage Room, Lgstcs Svc (SB773) 80 NSF (7.5 NSM)**
 - a. Provide one if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 1 and 2
 - b. Provide one at 100 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 3 and 5
 - c. Provide one at 120 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 6 and 10
 - d. Provide one at 140 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 11 and 15
 - e. Provide one at 160 NSF if [Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee] is between 16 and 20

E. SEPS IMPORTER SHORTCUTS

The following shortcuts are used in the Room Criteria Statements in the Voluntary Service 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. *Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee:* [How many Voluntary Organizations are represented in the Voluntary Hospital Advisory Committee?]

6 PLANNING AND DESIGN CONSIDERATIONS

- A. The Voluntary Staff and Administrative Functional Area may be located adjacent to Hospital Administration or the Directors Office or in a designated location collocated with the Volunteer Area.



- B. Locate the Volunteer Area near the Medica Center Main Lobby as this is often the location for the greatest need of Volunteer Service or in another Medical Center area that provides convenient access to all portions of the facility.
- C. The Voluntary Team Room is to have included in the Room Contents lockers to provide means for Volunteers to secure personal items while on duty.
- D. The Voluntary Storage Room accommodates daily supplies (i.e., paper goods, and items used in special projects) utilized by Volunteers. This room is not intended to store items such as patient wheelchairs for the transport of patients. These items will be stored elsewhere in the facility.
- E. 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 Voluntary Service to services below:

TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX

SERVICES	FUNCTIONAL RELATIONSHIP
INPATIENT SERVICES	2
RESIDENTIAL SERVICES	2
CLINICAL SERVICES (VAMC/ Hospital Based)	2
OUTPATIENT SERVICES (Community Based)	2
CLNCL: Surg Svc: Inpatient Surgery	3
CLNCL: Surg Svc: Ambulatory Surgery	3
IP: ICU PCUs	3
IP: MS PCUs	3
IP: PRC: PCU	3
IP: SCI: AC PCU	3
CLNCL: Emergency	3
BLDG SPRT: Lobby	3

Legend:

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



8 FUNCTIONAL DIAGRAM

