



DOH Health Facility Guidelines 2019

Part B – Health Facility Briefing & Design
380 Public & Staff Amenities



Executive Summary

The Public and Staff Amenities Unit provides facilities for the convenience and comfort of staff and visitors to the hospital in dedicated zones. The Unit is generally divided into two areas with controlled access for staff-only amenities. Some of the amenities may optionally be used by patients who are permitted to access other areas of the hospital.

Public and Staff Amenities may be centralised in smaller healthcare facilities. In larger healthcare facilities, they may be provided in a uniform configuration to Main Entrance areas, public areas, staff areas and every level of the facility, to ensure ease of access and consistency in location.

Functional zones in the Amenities Unit may include public toilets (ambulatory and accessible) and parenting rooms for the Public. Staff will have dedicated amenities including staff toilets, staff change rooms (may include lockers, WC's and showers), staff lounge, staff overnight rooms. Some amenities may be shared between both, for example prayer rooms and ablution facilities.

A functional relationship diagram is provided to explain the external and internal relationships of this Unit. Design Considerations address a range of important issues including acoustics, natural light, privacy and building services requirements.

The Schedules of Accommodation are provided using references to Standard Components (typical room templates) and quantities for typical units at Role Delineation Levels (RDL) 3 to 6 of various sizes. If the facility is at RDL 1 or 2 and is located within a larger commercial building or shopping mall where common toilet amenities are provided (within 150m to the facility), then dedicated public amenities are not required. In the case of Day Surgery at RDL 2, other than the Change Room. Toilet and Shower provided near the procedural area, it is not mandatory to provide additional staff amenities within the facility if it is located in a commercial building or shopping mall where common amenities are provided within 150m. In addition, provisions of amenities must comply to the Dubai Universal Design Code.

Further reading material is suggested at the end of this FPU but none are mandatory.

Users who wish to propose minor deviations from these guidelines should use the Non-Compliance Report (Appendix 4 in Part A) to briefly describe and record their reasoning based on models of care and unique circumstances. The details of this FPU follow overleaf.

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1. Public & Staff Amenities

1.1 Introduction

The Amenities Unit provides facilities for the convenience and comfort of staff and visitors to the hospital. Some of the amenities may optionally be used by patients who are permitted to access other areas of the hospital.

1.2 Functional & Planning Considerations

Amenities may be provided in a uniform configuration to Main Entry areas, public areas, staff areas and every level of the hospital, to ensure ease of access and consistency in location.

1.3 Unit Planning Models

1.3.1 Functional Zones

The Amenities Unit may consist of the following Functional Areas:

- Public Toilets
- Parenting Rooms
- Staff Toilets
- Staff Change Rooms
- Staff Lounge
- Staff Overnight Rest/ Quiet Rooms
- Staff Study Area
- Accessible Toilets
- Bay - Drinking Dispenser
- Prayer Rooms
- Ablutions Rooms

1.3.2 Public Toilets

Public Toilets should be located in a discreet area with ready access to Lifts and Waiting Areas. The number of toilets required will be based on the local building code requirements.

1.3.3 Parenting Rooms

Amenities should include access to baby change and parenting rooms for baby feeding. Separate Parenting Rooms should be provided for Staff & Public use. The Staff Parenting Room will be used by staff for expressing of milk.

1.3.4 Staff Change Rooms and Toilets

Staff Change rooms will include staff showers and locker areas. Change rooms, toilets and locker areas shall be provided separately for Male and Female staff.

1.3.5 Staff Lounge

Staff Lounge is an area for staff to rest and eat their meals. The Lounge may be used for informal education sessions as required. The room may also include TV and computer area for staff use. Separate Staff Lounges may be provided for Medical Officers, Nurses and other hospital staff.

1.3.6 Staff Overnight Rest/ Quiet Rooms

Staff resting and quiet areas may be provided for staff that are required to be within the hospital facilities for prolonged periods of time e.g. staff on call, medical officers who worked overtime and are required to work a shift after a short period of rest. The rooms may also be used as a quiet area to relax and unwind after a stressful shift.

1.3.7 Staff Study Area

A quiet and relaxed study area may be provided for staff which will include workstations, computers, printers and books and journal shelves. This provision is optional and depends on the operational policy of the facility.

1.3.8 Prayer Rooms

Separate Male and Female Prayer rooms shall be provided, located in a discreet but accessible area. Provide Prayer Rooms may be required on every level of the building as required by local rules and regulations.

Refer to Section 4-Planning-Local Design Regulations for Design Considerations for Prayer Rooms; refer to Standard Components for additional Prayer Room requirements.

Non-denominational quiet room may be provided where Prayer Rooms are not required.

1.3.9 Ablutions Rooms

Ablutions Rooms prayer wash area shall be provided adjacent to Prayer Rooms for the appropriate washing of face, hands and feet. Entries to the ablution rooms should be discreet where visibility of area dedicated to the opposite gender should be restricted. Ablution Rooms may also be integrated within the Toilet areas.

1.3.10 Bay – Water Dispenser

The Bay – Water Dispenser provides a recessed area for a drinking dispenser. The bay may be located in public access areas close to Waiting areas.

The Bay will include:

- Wall and floor finishes suitable for wet areas (not carpet)
- If hot water is available at the dispenser, there should be a safety switch to avoid harm to children.
- A power outlet for connecting the water dispenser if required.
- Accessories may include a cup dispenser attached to the water dispenser and a waste bin.

1.4 Functional Relationships

A Functional Relationship can be defined as the correlation between various areas of activity which work together closely to promote the delivery of services that are efficient in terms of management, cost and human resources.

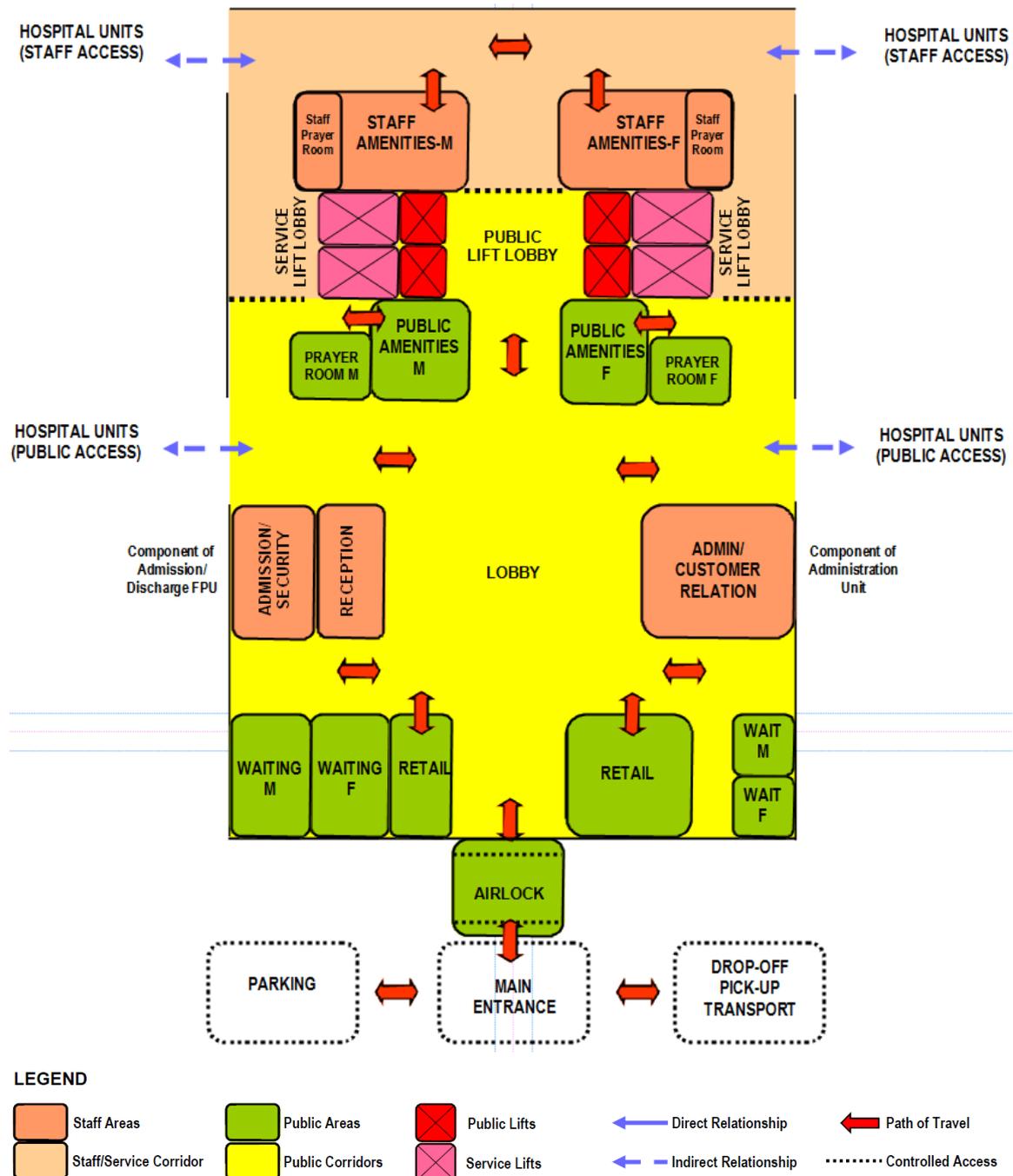
1.4.1 External Relationships

Public amenities should be located close to the Main Entrance with ready access to waiting areas, lifts and circulation routes. Amenities including Prayer Rooms will be required in public areas of the hospital for ease of access. Staff Amenities will generally be located away from public areas but centrally accessible by staff.

1.4.2 Functional Relationship Diagram

The relationships between the various components within the Public and Staff Amenities Unit are best described by the Functional Relationships Diagram below including:

- Access to public toilets from a foyer area or public space
- Access to prayer rooms from a public corridor
- Access to staff amenities from a staff circulation corridor



1.5 Design Considerations

The design of amenities should create a pleasant atmosphere for staff and visitors to the hospital, whilst retaining the necessary functional requirements.

Consideration should be given to private and discreet entry areas for toilets and ablutions facilities.

1.5.1 Environmental Considerations

Acoustics

The Public and Staff Amenities Unit should be designed to minimise the ambient noise level within the Unit and transmission of sound between patient areas, staff areas and public areas.

Acoustic privacy should be provided to:

- All Prayer Rooms
- Ablutions rooms Offices and Reporting Areas
- Toilets and Quiet rest areas

Additional acoustic privacy considerations include:

- Waiting Areas should not be located close to Offices, Meeting and Interview Room/s
- Staff Room/s should not be located close to Public and Waiting Areas

Refer to **Part G – Acoustics** of these Guidelines for more information.

Natural Light/ Lighting

The use of natural light should be maximised where possible. Windows are an important aspect of sensory orientation and psychological well-being of staff and patients.

Natural light is highly desirable where achievable, particularly for Prayer Rooms, Staff Lounges and rest areas.

Privacy

Privacy is essential for toilets and ablutions rooms, while providing ease of access.

1.5.2 Space Standards and Components

Prayer Rooms, Ablutions rooms, Change areas, Toilets and Lounge Rooms should be sized to suit the numbers of persons requiring use of the facilities and allow safe and effective movement of people through the rooms.

1.5.3 Accessibility

Design should provide ease of access for wheelchair bound patients in all Public Amenities in accordance with relevant local standards. Waiting Areas should include spaces for wheelchairs (with power outlets for charging electric mobility equipment) and suitable seating for people with disabilities or mobility aids.

1.5.4 Safety and Security

The Public and Staff Amenities shall provide a safe and secure environment for staff and visitors. The facility, furniture, fittings and equipment must be designed and constructed in such a way that all users of the facility are not exposed to avoidable risks of injury.

Internal Areas should be planned with a high level of security including provision of good visibility to waiting areas.

Staff Change and Locker areas shall be secured with electronic access.

1.5.5 Finishes

Internal finishes including floor, walls, joinery, and ceilings should be suitable for the function of the space while promoting a pleasant environment for patients, visitors and staff.

The following factors shall be considered:

- Aesthetic appearance
- Acoustic properties
- Durability
- Fire safety
- Ease of cleaning and compliant with infection control standards

Floor finishes should be appropriate to the function of the space. Toilets and ablutions facilities should be tiled or vinyl floors with a suitable non-slip finish.

Consideration must be given to the appearance and quality of environment required e.g. non-institutional, acoustic performance, slip resistance and infection control.

For further details refer to **Part C – Access, Mobility and OH&S** and **Part D – Infection Prevention and Control** in these Guidelines.

1.5.6 Fittings, Fixtures & Equipment

Fittings and fixtures should be robust and allow heavy usage in public and staff areas.

1.5.7 Building Service Requirements

This section identifies unit specific services briefing requirements only and must be read in conjunction with **Part E - Engineering Services** for the detailed parameters and standards applicable.

Information and Communication Technology

The Public and Staff Amenities Unit requires reliable and effective IT / Communications service for efficient operation of the service. The IT design should address:

- Voice/ data cabling and outlets for phones, fax and computers
- CCTV surveillance if indicated.

Staff Call

Emergency call facilities shall be provided in all public amenities that also may be used by patients for occupants to request urgent assistance.

The individual call buttons shall alert to an annunciator system. Annunciator panels should be located in strategic points visible from Receptions and Staff Stations.

Heating, Ventilation and Air conditioning

The Public and Staff Amenities Unit should be air-conditioned to provide a comfortable environment for visitors and staff. Interventional Imaging rooms may require air-conditioning equivalent to operating room conditions, i.e. filtered and positive pressured. Rooms with heat generating equipment may require special air-conditioning. Refer to **Part E - Engineering Services** in these guidelines and to the **Standard Components, RDS and RLS** for further information.

1.6 Standard Components of the Unit

Standard Components are typical rooms within a health facility, each represented by a Room Data Sheet (RDS) and a Room Layout Sheet (RLS).

The Room Data Sheets are written descriptions representing the minimum briefing requirements of each room type, described under various categories:

- Room Primary Information; includes Briefed Area, Occupancy, Room Description and relationships, and special room requirements)
- Building Fabric and Finishes; identifies the fabric and finish required for the room ceiling, floor, walls, doors, and glazing requirements
- Furniture and Fittings; lists all the fittings and furniture typically located in the room; Furniture and Fittings are identified with a group number indicating who is responsible for providing the item according to a widely accepted description as follows:

Group	Description
1	Provided and installed by the builder
2	Provided by the Client and installed by the builder
3	Provided and installed by the Client

- Fixtures and Equipment; includes all the serviced equipment typically located in the room along with the services required such as power, data and hydraulics; Fixtures and Equipment are also identified with a group number as above indicating who is responsible for provision
- Building Services; indicates the requirement for communications, power, Heating, Ventilation and Air conditioning (HVAC), medical gases, nurse/ emergency call and lighting along with quantities and types where appropriate. Provision of all services items listed is mandatory

The Room Layout Sheets (RLS's) are indicative plan layouts and elevations illustrating an example of good design. The RLS indicated are deemed to satisfy these Guidelines. Alternative layouts and innovative planning shall be deemed to comply with these Guidelines provided that the following criteria are met:

- Compliance with the text of these Guidelines
- Minimum floor areas as shown in the schedule of accommodation
- Clearances and accessibility around various objects shown or implied
- Inclusion of all mandatory items identified in the RDS

The Public and Staff Amenities Unit contains Standard Components to comply with details in the Standard Components described in these Guidelines. Refer to Standard Components Room Data Sheets and Room Layout Sheets.

1.7 Schedule of Accommodation

The Schedule of Accommodation (SOA) provided below represents generic requirements for this Unit. It identifies the rooms required along with the room quantities and the recommended room areas. The sum of the room areas is shown as the Sub Total as the Net Area. The Total area is the Sub Total plus the circulation percentage. The circulation percentage represents the minimum recommended target area for corridors within the Unit in an efficient and appropriate design.

Within the SOA, room sizes are indicated for typical units and are organised into the functional zones. Not all rooms identified are mandatory therefore, optional rooms are indicated in the Remarks. These guidelines do not dictate the size of the facilities, therefore, the SOA provided represents a limited sample based on assumed unit sizes. The actual size of the facilities is determined by Service Planning or Feasibility Studies. Quantities of rooms need to be proportionally adjusted to suit the desired unit size and service needs.

The Schedule of Accommodation are developed for particular levels of services known as Role Delineation Level (RDL) and numbered from 1 to 6. Refer to the full **Role Delineation Framework (Part A - Appendix 6)** in these guidelines for a full description of RDL's.

The table below shows alternative SOA's for four role delineations from RDL 3 to 6 of varying sizes.

Any proposed deviations from the mandatory requirements, justified by innovative and alternative operational models may be proposed and record in the **Non-Compliance Report** (refer to **Part A - Appendix 4**) with any departure from the Guidelines for consideration by the DHA for approval.

1.7.2 Public & Staff Amenities Unit

ROOM/ SPACE	Standard Component Room Codes	RDL 3 Qty x m ²			RDL 4 Qty x m ²			RDL 5 Qty x m ²			RDL 6 Qty x m ²			Remarks
Public Areas														
Bay - Water Dispensers	NS	1	x	1	1	x	1	2	x	1	2	x	1	Nos. may vary depending on operational policy
Toilet - Accessible	wcac-d	2	x	6	2	x	6	3	x	6	4	x	6	No. of toilets as required by the minimum of one for male and one for female on each level within 150m from any point on the floor
Toilet - Public (Male/ Female)	wcpu-3-d	2	x	3	4	x	3	6	x	3	8	x	3	No. of toilets as required by local building code
Parenting Room	par-d similar	1	x	6	1	x	6	1	x	12	1	x	12	
Staff Amenities														
Change - Staff (Male/ Female)	chst-12-d similar chst-20-d similar	2	x	10	2	x	14	2	x	25	2	x	35	May be provided in more than one location
Toilet - Accessible	wcac-d	1	x	6	2	x	6	2	x	6	2	x	6	No. of toilets as required by local accessibility code requirements

ROOM/ SPACE	Standard Component Room Codes	RDL 3 Qty x m ²			RDL 4 Qty x m ²			RDL 5 Qty x m ²			RDL 6 Qty x m ²			Remarks
Toilet - Staff (Male/ Female)	wcst-d	2	x	3	2	x	3	4	x	3	4	x	3	No. of toilets as required by local building code requirements; may be provided in more than one location
Lounge - Staff	srm-15-d similar srm-25-d similar	1	x	18	1	x	25	1	x	35	1	x	50	May be provided in more than one location; size dependent on number of staff
Bay - Handwashing, Type B	bhws-b-d	1	x	1	2	x	1	2	x	1	2	x	1	Locate in close proximity to Staff Lounges
Overnight Stay - Bedroom	ovbr-10-d	1	x	10	1	x	10	2	x	10	3	x	10	Optional, No. dependent on service plan
Overnight Stay - Ensuite	oves-4-d	1	x	4	1	x	4	2	x	4	3	x	4	Optional, No. dependent on service plan
Library/ Study Area	lsra-40-d similar							1	x	40	1	x	50	Optional. May be provided in education block of the facility.
Shared Areas														
Prayer Room	prar-20-d similar	2	x	15	2	x	15	2	x	20	2	x	20	Qty shown for separated Male & Female areas
Ablution Room	ablr-13-d similar	2	x	8	2	x	8	2	x	13	2	x	13	Qty shown for separated Male & Female areas
Sub Total		136			164			295			366			
Circulation %				10			10			10			10	
Total		149.6			180.4			324.5			402.6			

Please note the following:

- Areas noted in Schedules of Accommodation take precedence over all other areas noted in the Standard Components
- Rooms indicated in the schedule reflect the typical arrangement according to RDL
- All the areas shown in the SOA follow the No-Gap system described elsewhere in these Guidelines
- Exact requirements for room quantities and sizes shall reflect Key Planning Units (KPU) identified in the Clinical Service Plan and the Operational Policies of the Unit
- Room sizes indicated should be viewed as a minimum requirement; variations are acceptable to reflect the needs of individual Unit
- Offices are to be provided according to the number of approved full-time positions within the Unit

1.8 Further Reading

In addition to Sections referenced in this FPU, i.e. **Part C- Access, Mobility, OH&S, Part D - Infection Prevention and Control**, and **Part E - Engineering Services, Part G-Acoustics** readers may find the following helpful:

- DH (UK) HBN 00-02 Sanitary Spaces, Version 3, 2013, Refer to website: www.gov.uk/government/publications
- International Health Facility Guideline (iHFG) www.healthdesign.com.au/ihfg
- The Facility Guidelines Institute (US), Guidelines for Design and Construction of Hospitals, 2018. Refer to website: www.fgiguilines.org
- The Facility Guidelines Institute (US), Guidelines for Design and Construction of Outpatient Facilities, 2018. Refer to website: www.fgiguilines.org