

CHAPTER 280: SERVICE ORGANIZATIONS

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1 PURPOSE AND SCOPE

This document outlines Space Planning Criteria for Chapter 280: Service Organizations. It applies to all medical facilities at the Department of Veterans Affairs (VA).

These criteria provide the office space for representatives of national service organizations recognized by the Department of Veterans Affairs. Service Organization representatives provide veterans, their dependents and survivors with information, advice and assistance regarding the availability and acquisition of veterans' benefits under laws administered by the Department of Veterans Affairs and other agencies.

2 DEFINITIONS

Service Organizations (Department): The department within the medical center that provides facilities for representatives of national service organizations recognized by the Department of Veterans Affairs such as American Legion, Disabled American Veterans (DAV), Paralyzed Veterans of America (PVA), the Veterans of Foreign Wars (VFW), etc.

Service Organization Representative: Representatives of national service organizations recognized by the Department of Veterans Affairs. Service Organization representatives provide veterans, their dependents and survivors with information, advice and assistance regarding the availability and acquisition of veterans' benefits under laws administered by the Department of Veterans Affairs and other agencies. They also assist in the preparation of claims and represent the veteran, his dependents or survivors during an appeals process, when such action is necessary.

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 Service Organizations Space Planning Criteria Matrix (SPCM) developed as a basis for this chapter. The SPCM lists all the spaces a VA Service Organizations site would require; the quantity and NSF for each room is calculated based on number of National Service Organizations authorized for the facility organized in ten ranges each corresponding to one National Organization authorized incrementally.
- 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 National 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 Service Organizations 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 Service Organizations 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.

4 INPUT DATA STATEMENTS (IDS)

- A. How many National Service Organizations are authorized? (Misc) (Values: 1 to 10)

5 SPACE PLANNING CRITERIA

A. FA 1: RECEPTION AREA

- 1. **Svc Orgs Administration Waiting, Bldg Sprt (SB003) 80 NSF (7.5 NSM)**
 - a. *Provide one if [National Service Organization authorized] is between 1 and 2*
 - b. *Provide one at 100 NSF if [National Service Organization authorized] is between 3 and 4*
 - c. *Provide one at 110 NSF if [National Service Organization authorized] is between 5 and 6*
 - d. *Provide one at 130 NSF if [National Service Organization authorized] is between 7 and 8*
 - e. *Provide one at 150 NSF if [National Service Organization authorized] is between 9 and 10*



Allocated space accommodates four standard chairs @ 9 NSF each, one bariatric chair @ 14 NSF, one accessible space @ 10 NSF, and circulation; total six people.

2. Svc Orgs

Administration Support Workstation, Stff Sprt (SS218) 56 NSF (5.3 NSM)

- a. Provide one if [National Service Organization authorized] is between 1 and 2
- b. Provide two if [National Service Organization authorized] is between 3 and 8
- c. Provide three if [National Service Organization authorized] is between 9 and 10

B. FA 2: STAFF AND ADMINISTRATIVE AREA

1. Svc Orgs Service Representative Office, Stff Sprt (SS204) 100 NSF (9.3 NSM)

- a. Provide one if [National Service Organization authorized] is 1
- b. Provide two if [National Service Organization authorized] is 2
- c. Provide three if [National Service Organization authorized] is 3
- d. Provide four if [National Service Organization authorized] is 4
- e. Provide five if [National Service Organization authorized] is 5
- f. Provide six if [National Service Organization authorized] is 6
- g. Provide seven if [National Service Organization authorized] is 7
- h. Provide eight if [National Service Organization authorized] is 8
- i. Provide nine if [National Service Organization authorized] is 9
- j. Provide ten if [National Service Organization authorized] is 10

Veterans interact with Service Organizations in these private spaces.

C. FA 3: SUPPORT AREA

1. Svc Orgs Storage Room, Lgstcs Svc (SB663) 80 NSF (7.5 NSM)

- a. Provide one if [National Service Organization authorized] is between 1 and 2
- b. Provide one at 100 NSF if [National Service Organization authorized] is between 3 and 4
- c. Provide one at 120 NSF if [National Service Organization authorized] is between 5 and 6
- d. Provide one at 140 NSF if [National Service Organization authorized] is between 7 and 8
- e. Provide one at 160 NSF if [National Service Organization authorized] is between 9 and 10

This space is shared by all the service organizations and accommodates storage of portable equipment, manuals, organization specific forms, supplies etc. Equipment required is local option and may include cabinets with locks, shelving, etc.

D. SEPS IMPORTER SHORTCUTS

The following shortcuts are used in the Room Criteria Statements in the Service Organizations 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. *National Service Organization authorized:* [How many National Service Organizations are authorized?]

6 PLANNING AND DESIGN CONSIDERATIONS

- A. Offices listed above shall be private and soundproof.
- B. Offices of Service Organization representatives should be located in an area convenient to patients such as the main lobby/information area or ambulatory care.
- C. The waiting space should be conveniently located for use by all offices.
- D. 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 Service Organizations to services listed below:

TABLE 1: FUNCTIONAL RELATIONSHIP MATRIX

SERVICES	FUNCTIONAL RELATIONSHIP
BLDG SPRT: Lobby	2
VET SPRT: Veterans Assistance	2
VET SPRT: Voluntary Svc	2
VET SPRT: Social Work	2
INPATIENT SERVICES	3
OUTPATIENT SERVICES (Community Based)	3
BLDG SPRT: Police & Security	3
STFF SPRT: HAS: Health Benefits: Centralized Registration Unit (CRU)	3

Legend:

1. High
2. Moderate
3. Minimal



8 FUNCTIONAL DIAGRAM

