

BC Integrated Youth Services Initiative Engagement Report <draft>

Design Charrette Findings
Proposed Interior Design Principles

October 14, 2016

01 Design Charrette Summary

This report summarizes findings from a facilitated design charrette held on October 5, 2016 with youth, families and service providers from five BCIYSI regional sites.

The goal of the charrette was to inform the creation of a set of guiding design principles that will serve as a framework for the design of individual BCIYSI centres across British Columbia. The session engaged youth and families (service users) as well as service providers on their thoughts and desires about the physical space and interior design of the integrated youth health centres.

Participants were shown a summary of stakeholder engagement to date, as well as reference images of similar centres and spaces. They were then presented with eight core questions of focus for the day, and participated in a series of empathy-mapping, ideation and prototyping activities.

Participants

A group of 20 youth, families and service providers participated from the following locations:

- Abbotsford (Lead Agency: Abbotsford Community Services)
- Kelowna (Lead Agency: Canadian Mental Health Association - Kelowna)
- Prince George (Lead Agency: YMCA of Northern BC)
- North Shore (Lead Agency: Vancouver Coastal Health)
- Campbell River (Lead Agency: The John Howard Society of North Island)
- Vancouver (Indigenous Youth: Urban Native Youth Association)

Charrette Overview

9:00am	Introductions
9:30am	Presentation on BCIYSI Engagement Sessions
10:00am	Morning Session <i>Observe & Define</i>
12:00pm	Lunch
1:00pm	Afternoon Session <i>Ideate & Prototype</i>
2:45pm	Break
3:00pm	Presentation & Discussion
3:45pm	Reflection
4:00pm	Wrap-Up

02 Core Questions

Questions: Program Specific Areas

- How might we design entrances so youth and families want to come into the centre and how might we create a reception and waiting area that is safe for all?
- How might we create space for quiet and privacy within the centre?
- How might we make counselling and primary care spaces appealing?
- How might we create a space that ensures integration among different service providers?

Questions: General to the Centre

- How might we create space that reassures service users their needs will be met?
- How might we provide a space for youth to be creative in the BC-IYSI sites?
- How might we make the space easy to get around?
- How might we create a space that is respectful of, welcoming to, and safe for all youth?

03 Empathy Mapping: Personas



Personas

Youth



Youth

Age 12-25

Think

There are people here who really listen and seem like they care.

Is it open after school and on weekends, when I can actually go?

If it's a mental health clinic, are people going to know I have a problem?

I know I can get the help I need here.

Where do I get help when the centre isn't open?

I worry a bit that I'm going to have to tell my story over and over, or that I'll be judged for being different.

Feel

I feel welcome, accepted and respected here.

I'm relieved there's a safe place for me to go, and I don't have to run all over to different places.

I feel better when I spend time talking to people here.

The people here listen and make me feel like I matter, like I have a voice.

I'm empowered with the information I need to make my own choices and care for myself.

It feels like it was created for people like me.

Do

Take the first small step. Come in for a snack and check the place out.

Learn what services the clinic offers, and meet some of the people there.

Access resources, education and life skills training

Tell friends or parents/families about their experience, if they want to.

Get help finding a job or a place to live.

Talk to a service provider and begin to develop a trusting relationship.

Become empowered in their self-care

Connect with other youth who share similar struggles.

See / Hear

- I like the natural light, and the elements of nature.
- There is ambient music, and some sounds of laughter or people speaking quietly.
- It's not an office-like environment, it's relaxed and modern.
- There are different places to wait for my appointment, in case I don't feel like being around people.
- I see friendly staff and it's clear how to find my way around.
- There is comfortable furniture and activities to keep my occupied while I wait.
- I hear that my voice matters.

Pains

- I find it hard to talk to people, and I'm a bit scared.
- I'm overwhelmed by noise and how busy this place is.
- It's hard to get to the centre.
- Will people know why I'm going there?
- Do I have time to wait to be seen?
- Who do I talk to once I'm there?
- Is there a place for my child while I'm accessing help?
- Is there someone I can relate to and feel comfortable with here?

Gains

- I can speak to someone when I need help, now not later.
- I am connected to the services that I need.
- I interact with and gain support from my peers.
- I know how I might help someone else in my shoes.
- I have a safe space.
- I have the skills to manage my emotions and anxiety, and to foster a healthy lifestyle.



Personas

Families



Families

Parents, Siblings, Caregivers

Think

We've struggled navigating the health care system in the past, but I'm hopeful that this will be different.

I'm a bit worried that it's just another place for kids with problems to hang out.

I hope it's private, so people won't know my teen has a problem if they see him/her there.

The providers really care about my teen, and make him/her feel comfortable.

Are there resources to help families, too?

That was a lot easier than I thought it was going to be.

Feel

I'm relieved that there's finally a place I can send my teen for help.

I don't feel as overwhelmed or unsure what to do next.

The people there make me feel welcome and understood, like they're there to help me too.

I'm a bit fearful that I won't be in the loop about my teen's care, but I trust the providers.

I feel more normal, knowing that we're not the only family with struggles.

Do

Pick up a brochure or visit the website

Access resources and educational materials

Visit or suggest their teen visit the centre

Tell other families about the centre

Trust and develop a relationship with their teen's service providers

Talk to and support other parents.

See / Hear

- This place is dynamic, there are a lot of people here working behind the scenes.
- The staff clearly communicating and explaining.
- Soft music
- “Cool” looking and relaxed people smiling - people who relate to youth
- Places for parents to spend time without “hovering” over youth.

Pains

- Will I be involved in my youth's care?
- Does my youth want me to go to the centre with them?
- I'm not sure how to access resources at the centre on my own.
- I'm concerned that staff may make judgements or assumptions about my teen or my parenting.
- I don't have much time, and I'm tired.

Gains

- The providers are really helping my youth.
- I have been able to get the information and support I need, and am better equipped to help my youth.
- I feel welcome at the centre.
- I have someone to talk to, too.
- I've connected with other families who've gone through similar struggles.



Personas

Service Providers



Service Providers

Physicians, Health Professionals, Counsellors, Case Managers

Think

This is going to make things easier for me.

The integrated model is going to help more youth, and enable us to intervene sooner.

Are my youth going to be safe there? What's the safety plan if something happens?

I'm excited about the ability to collaborate with different agencies and disciplines in the same place.

I worry a bit about everybody getting along.

Feel

I'm part of a collaborative team that values my knowledge and experience.

I feel proud to be contributing to something that is changing the lives of youth.

Like we're pushing boundaries to shape something that will do more to help youth the way they need it.

Connected to the youth I work with, and my colleagues in the centre, too.

Relieved that I'm not in this alone, and it will be easier to find the services that my youth need.

Do

Bring their youth to the centre

Tell other providers about the centre

Talk to and collaborate with other providers and professionals in the community

Share their knowledge

Make it easier for youth to connect with other people and services

Develop integrated plans customized for youth with other partners/providers

See / Hear

- There is natural light and natural elements in the space, like wood.
- I like calming music, and I hear the sounds of youth's laughter
- I like seeing happy colours, but not all over the place.
- The furniture is comfortable, and things are organized.
- There is youth art on the walls, places for them to express themselves.
- My space is comfortable, I have a good chair and a workspace and meeting space that meets my needs.

Pains

- Some of the providers are unwilling to change how they do things.
- There is a lack of natural light.
- It may take time to develop relationships and develop connection to the people in the centre.
- It could be loud, hectic and chaotic if there are lots of people around.
- I worry about privacy.
- Am I going to be able to do enough to help?

Gains

- My clients use the centre a lot.
- I've been able to close a few gaps that my youth may have fallen through.
- I feel happy and fulfilled in my work, I feel like I'm making a difference.
- I am empowered to connect with other providers to meet the needs of the youth here.
- I have developed new relationships with my colleagues.

04 What We Heard: Themes

Reception Experience

“Receptionist close to the door so I don’t have to walk across the room with people staring at me prior to first contact.”

“Lots of organized information”

“Friendly staff sitting at a desk with no glass separating them”

“It’s important that I am not bombarded with questions the second I step into the space. Let me approach, then let’s talk. I want an opportunity to take it all in, and make a decision to stay or go.”

“Access to drinks, food, snacks!”

“Approachable front area”

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- Receptionist / navigators are not behind a desk - “more like the Apple store experience”
 - Separate entrances for youth and families
 - Access to snacks in the reception area as a way to bring youth in
 - Comfort and activities to occupy hands / time while they wait: “games, throw blankets, puzzles”
 - Invitation to interaction
 - Quiet spaces close by
 - “Reception close to - but not too close - to the entry”- Find the “sweet spot”

Light & Colour

“Soft lighting, colours”

“Bright but not harsh lighting”

“Lots of natural light”

“Bright rooms with big windows”

“Happy colors like a rainbow but sparingly so they stand out”

“No industrial tile ceiling”

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- Strong preference for natural light throughout the spaces
 - Use translucent glass to let light in while maintaining privacy
 - High level glazing (skylights or light wells) to bring light into rooms
 - Use unique youth-designed lanterns
 - Provide controls and dimmers
 - Use occupancy and lighting sensors

Furniture

“Comfortable chairs in the waiting area”

“Good chairs, workspace and meeting spaces”

“Couches to relax on”

“Comfy seating”

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- Non-institutional
 - Soft edges
 - Friendly and appropriate furniture

- Moveable & customizable
- Seating in nooks for privacy
- Chairs without arms

Counselling / Care Rooms

“Away from the Traffic”

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- Privacy for multiple senses - sight, sound, smell
 - Comfortable space while youth are waiting
 - Personalize music, comfortable seating, distractions
 - Not and “Exam room”
 - Multiple seating options - heights and types
 - Youth clearly have choice when they enter (no “doctors chair”)

Adjacencies

“Open space. People interacting in open spaces with some separation”

“Semi-private nooks”

“Wide open down the middle with spaces to talk on the sides.”

“Open concept space - front desk, media room, lounge, kitchen, games”

“Clear organization and direction of where to go.”

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- Quiet/ safe space directly near the entry, reception, waiting area
 - For multiple uses – meetings, individuals to decompress, hang out after seeing a doctor
 - Requirements – some amount of privacy – visual and auditory
 - Gender neutral washrooms accessible from entry/reception
 - Offices, care rooms ~~around~~ multipurpose/kitchen space

Signage & Wayfinding

“Who do I talk to? How do I identify the navigators?”

“Clear organization and direction of where to go.”

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- Integrate signage within building design - use graphics, materials and themes rather than explicit signs to provide discretion
 - Example idea: youth gets pager indicating blue – follows the blue wayfinding lines on the floor from entry area towards the blue room
 - Digital Tour (online or kiosk close to the entrance)
 - Allows youth to experience the space and know what they are going to find there, and perhaps how to navigate around
 - Rooms named and coloured rather than just numbers (not staff names)

Access to Nature

“Elements of nature”

“I see natural elements”

“Wood for highlight”

“Decorations that reflect nature”

“Plants and indoor trees”

“Flowers, plants”

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- Gardens and courtyards provided as quiet spaces
 - Living walls integrated into the entry/reception/waiting areas
 - Themes of nature woven throughout the centres – rivers, stones, forests, mountains
 - Environmental responsibility, and the importance of recycling and sustainability

Care Provider Spaces

“Many workstations with a focused attitude”

“Service provider space is comfortable. Good chair, workspace and meeting space.”

“Don’t divide by profession”

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- “Staff room like a family kitchen”
 - Close by a garden
 - “Well Service provider = well people”
 - Balance between personal elements (family photos and professional credentials) and flexibility in design care rooms and offices
 - Bring the sense of “home” into clinical spaces so it’s not like an office environment
 - Stand-up desk options

Youth Artistic Expression

“Youth art on walls and roof”

“Aboriginal art”

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| <ul style="list-style-type: none">● Promote youth ownership of the space● Place for youth expression, not just a token location● Art by youth, for youth, and interchangeable on a regular basis | <ul style="list-style-type: none">● Dedicated art and multi-purpose activity space● Chalkboards/whiteboards to draw and write positive messages on● Tables with writable surfaces● Colouring books available● Creative resource library |
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Program & Activity Suggestions

“A community kitchen”

“Showers, laundry, lockers”

“An area for kids to play”

*“Something to do, toys, games,
puzzles, colouring books”*

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| <ul style="list-style-type: none">● Child Care● Animal friendly● A Peer Support Network for peer support workers at different BCIYSI sites to connect, exchange information and discuss with one another● A digital / pager appointment system so that youth can check in and be buzzed or receive a text when it's their turn to meet with the provider. | <ul style="list-style-type: none">● Laundry and showers● Job-interview preparation (clothing and coaching)● Care packages (from youth for youth)● Clothing Exchange● Courses - cooking, yoga, job search, gardening● Partnerships with nearby community centres to deliver programming● A youth art auction as a fundraiser for the centres |
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05 Interior Design Guide: Draft Framework

Objective

- These principles are intended to guide the interior design and space planning for the BC Integrated Youth Service Initiative regional sites in British Columbia.
- They should assist architects and interior designers, as well as service providers and operational staff, to create spaces that are cohesive, meet the needs of youth, and are consistent with the BC-IYSI brand. While not rigid, the principles serve as a framework for detailed design and highlight important considerations for the experience of all service users and service providers in the centres.
- The goal is to create integrated youth health centres that are welcoming to and respectful of all youth, people and cultures, and that provide collaborative spaces for service providers to meet the dynamic needs and requirements of all clients.

Proposed Table of Contents

- Overview & Intent
- Methodology (summary of inputs - engagement, charrette, etc.)
- Key Principles and Brand Framework
- Principles in Action (images and notes of spaces that are on concept)
 - Welcome - Entrance and reception
 - Comfort - Waiting and hang-out spaces
 - Quiet - Private spaces, counselling & primary care
 - Gathering - Multi-purpose and kitchen
- Inspiration and Ideas
 - Drawn vignettes of ideas from Design Charrette and Engagement Process
- Program and Organization
 - Circulation Diagrams, Adjacency, Program Opportunities
- Reference Documents

Interior Design Framework

The design principles can be expressed through the framework of the Brand Characteristics:

- Envision a fully **approachable** and welcoming experience that begins before youth walk through the door.
- Create working environments that are **collaborative** and promote cross pollination between service providers.
- Foster an atmosphere that is **trustworthy** by promoting ownership and control of the environment and navigation so that all users know that their individuality and cultures are **respected**.
- Provide spaces that are **dynamic**, and **responsive** to the multiple needs of all users, and the ever-changing needs of youth.

Proposed Interior Design Principles

These design principles are the reference points which govern and influence how we shape the physical space of our centres:

- **Welcoming**
- **Youth Ownership**
- **Simple and Accessible**
- **Healthy**
- **Flexible**

01

Welcoming

- It should be clear from the moment youth walk in the door that this place is for them. Youth should feel at home, free to find quiet spaces to be alone, or communal spaces to engage with others.
- From the front door to the kitchen table and everywhere in between, spaces and furniture are comfortable and inviting.

02 Youth Ownership

- By Youth - for Youth. At its heart, BC-IYSI exists to serve the needs of youth in this province. We encourage youth involvement in the design process at each centre to reflect the cultural and social diversity of the local youth population.
- Youth expression should be evident in our centres - whether through temporary installation and art, or by providing specific spaces that encourage youth to take over and own. These should not be token spaces, out of the way, but an essential part of the physical experience at our centres.

03 Simple and Accessible

- Our centres should be easy to navigate, with clear wayfinding and access to services. This means maintaining openness through space planning and clear sightlines in circulation corridors. We provide clear visual cues and connections, without cluttering space with signs.
- The reception, common areas, primary care spaces, and work areas are functional, easy to navigate and easy to use.

04 Healthy

- We understand that our physical environment has a significant impact on the health of youth, staff and service providers. Wherever possible, we provide daylit spaces that encourage a connection to the natural environment, and promote the use of materials and practices that are sustainable.
- Our centres implement design principles that promote safety and security for all people. This includes adhering to best practices for designing for healthcare and violence prevention.

05 Flexible

- Our space is flexible to suit the needs of the many individuals who come through our doors. The ability to select space based on needs and change the features of spaces leads to a greater sense of control and satisfaction for all users.
- Our centres organize different functions in locations that allow for future reconfiguration to the space at minimal costs. Open offices are encouraged to promote collaboration amongst staff and satisfy dynamic needs.