



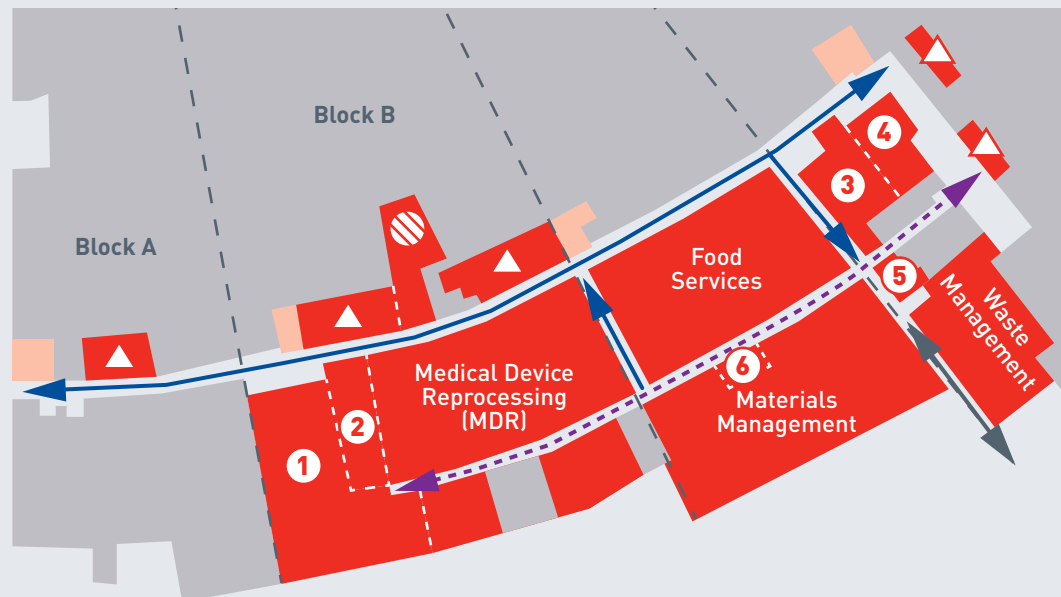
Close-up on  
**OUR**  
**GLEN** site

THE NEW GLEN SITE IS A *modern healthcare facility*.  
PLANNED WITH THE INPUT OF OUR STAFF AND HOUSED IN SPACES THAT  
FAVOUR EFFICIENCY, THE LOGISTICS AND SUPPORT SERVICES, WHICH SERVE  
THE ENTIRE GLEN SITE, ARE LEADERS IN OPERATIONAL EXCELLENCE.

## A prime *location*

SITUATED ON LEVEL S2 AND SPANNING BLOCKS B, C AND D, THE LOGISTICS AND GENERAL SUPPORT DEPARTMENT INCLUDES:

- Materials Management
- Medical Records
- Waste Management
- Food Services
- Housekeeping
- Biomedical Equipment Control
- IS/IT
- Medical Device Reprocessing



General layout of Logistics Department, Level S2

- |  |  |
|--|--|
| ① Biomedical Engineering Department        | — Secondary logistical corridor              |
| ② Medical Records and Scanning             | — Main logistical corridor                   |
| ③ Housekeeping                             | — Logistical corridor for Research Institute |
| ④ Telecommunications & Information Systems |  |
| ⑤ Security & Emergency Measures            |  |
| ⑥ Mail Room                                |  |
| Soiled Linen                               |  |
| Uniform Dispenser                          |  |
| Staff lounge & Locker Rooms                |  |

## For our *staff*

LOCATED IN THE MAIN FACILITIES MANAGEMENT (FM) CORRIDOR, BETWEEN THE ELEVATOR CORES OF BLOCKS B (MONTREAL CHILDREN'S HOSPITAL) AND C (ROYAL VICTORIA HOSPITAL AND MONTREAL CHEST INSTITUTE) OUR STAFF WILL HAVE ACCESS TO:

- Staff locker/change rooms with:
  - Full-height lockers
  - Change area
  - Washrooms/showers
  - Automatic uniform dispenser
  - Shared staff lounge



Detail of staff spaces on level S2

- ① Soiled Linen



# Housekeeping

THE HOUSEKEEPING DEPARTMENT IS LOCATED IN A CRITICAL AREA ALONG THE SOILED CORRIDOR WITH THE WASTE MANAGEMENT CENTRE SITUATED AT THE CORRIDOR'S TERMINUS. HOUSEKEEPING IS BROKEN DOWN AS FOLLOWS:

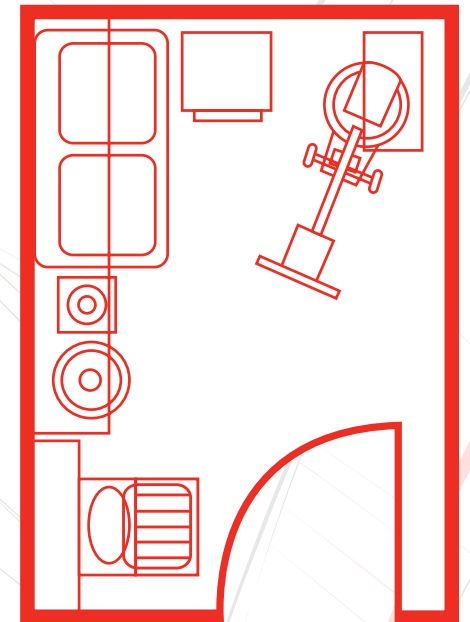
- Time Management space
  - The Time Management area is independent of the rest of the Housekeeping Department; it is meant to direct staff away from the busy soiled corridor. Staff can access Time Management without entering the soiled corridor. It includes:
    - Sign-in/out desk
    - Mop pick-up/drop-off
- Equipment/Consumables Storage
  - The main equipment/consumables storage room is comprised of two main areas: one large room for the storage of big equipment (e.g. autoscrubbers), this room will have special ventilation to ensure staff safety; one smaller room for the storage of small equipment (e.g. backpack vacuum cleaners, carpet cleaners, etc.).
- Administration
- Decentralized Housekeeping Closets



Detail of Housekeeping Department, level S2

# Housekeeping closets

- Cleaning staff work alongside patient care teams. To support this practice, housekeeping closets and waste holds (including recycling) are embedded in the inpatient units (IPU).
- Housekeeping closets will be located within the general support area of the units and departments and will not be visible to patients and visitors.
- Housekeeping closets will typically contain:
  - Separate janitor/hand wash sink
  - Room for the housekeeping cart, floor buffer and other small tools /accessories



General layout of housekeeping closets

# For our Housekeeping staff

- Three closed offices
- Space for 10 workstations
- 1 conference room

## SAFETY AND SECURITY

- Floors will be VCT
- Walls will be concrete-block with 1-hour fire rating
- Ceiling built with acoustic ceiling tile
- Room containing industrial washers and dryers will have epoxy flooring and floor drain

## IN EQUIPMENT AND CONSUMABLES STORAGE ROOM

- Floors will be sealed concrete
- Walls will be concrete-block with 1-hour fire rating
- Trench drain with protective anti-corrosive coating
- Eye-wash station and hand wash sink

## Waste Management Centre

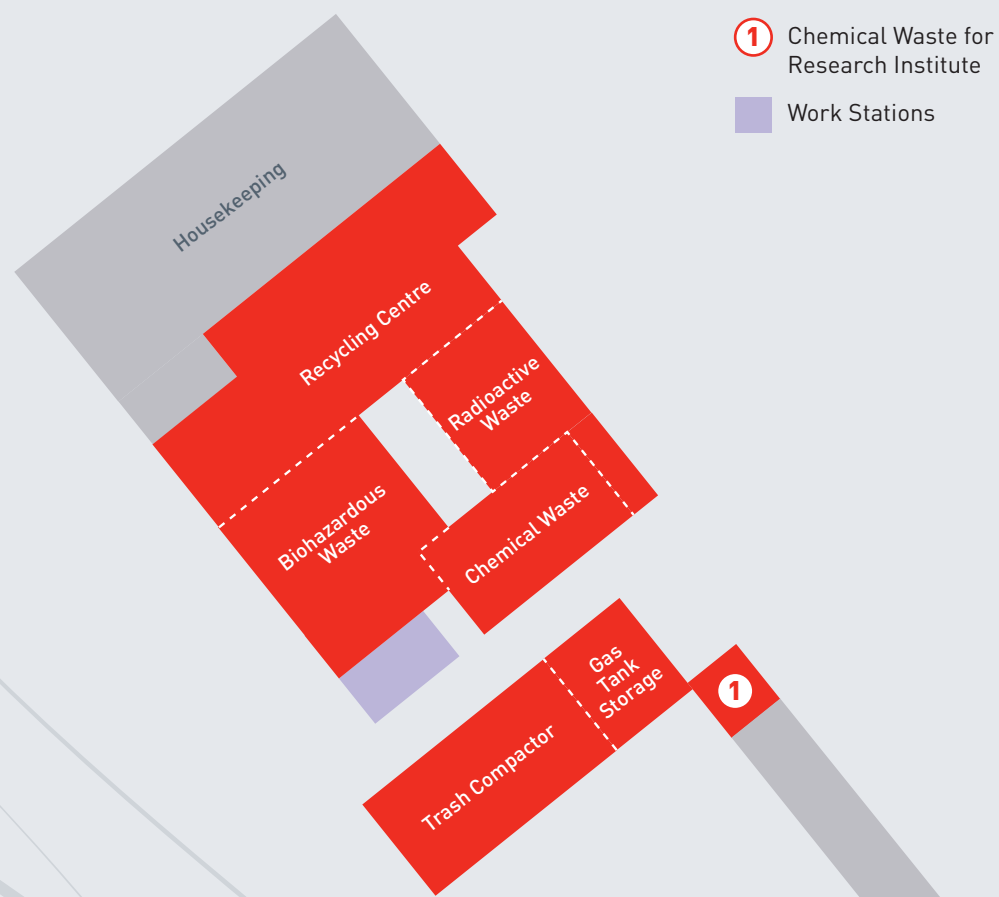
THE WASTE MANAGEMENT CENTRE IS LOCATED AT THE TERMINUS OF THE LOGISTICAL SPINE OF THE GLEN SITE. IT CONTAINS THE FOLLOWING SUB-DEPARTMENTS:

- Chemical Waste Storage
- Biohazardous Waste Storage
- Radioactive Material
- Recycle Centre
- Tipping (corrugated cardboard, 'regular waste')
- Cart Wash and Staging
- Administration

In planning and designing the Waste Management Centre, safety for staff and the general public was a priority.

TO ENSURE EVERYONE'S SAFETY:

- All floors are seamless epoxy
- Walls are of concrete block with a one-hour fire rating
- There is a Radioactive Sensor at the entrance/exit to loading docks
- Only authorized personnel is allowed to enter this department



Detail of Waste Management Department, level S2

## Chemical Waste Storage

- The department has 4 Chemical Waste Holding Areas. Three of the holding areas have independent HVAC systems (heating, ventilation, air conditioning).
- Near the threshold of each door is a low barrier, this prevents any toxic liquids from flowing out of the room while allowing carts and trolleys to pass.
- There are **no** floor drains in the Chemical Waste area.
- An emergency shower/eyewash is accessible to employees working in this zone.
- Explosive Waste: the Explosive Chemical Waste Holding Area is located on an exterior wall in the space between Blocks D and E. It has a blow-out panel (with restraining chains) which is directed away from the building.

## Biohazardous Waste

- The Biohazardous Waste sub-department is located closest to the loading docks, as it is the type of waste that is most often picked up.
- Biohazardous Waste sub-department is made up of one large walk-in fridge and one smaller walk-in freezer that holds the wax-sealed boxes of waste.
- One hand-wash sink
- To further ensure the safety of our workers, floors are seamless epoxy and walls are of concrete block with a one-hour fire rating.

## Radioactive Material

- The Radioactive Material sub-department is made up of two rooms:
  - Room 1: for radioactive waste storage, is equipped with shelving, barrel storage space and two industrial-sized upright freezers.
  - Room 2: for new or incoming radioactive material that has arrived at the dock and/or material that will only be stored for a short time.

## Recycling Centre

THE RECYCLING CENTRE IS A COMPLEX AREA AND HAS BEEN DESIGNED TO ACCOMMODATE THE RECYCLING OF A WIDE VARIETY OF MATERIALS. IN AN EFFORT TO CONTINUOUSLY REDUCE OUR ECOLOGICAL FOOTPRINT, OUR PLANNERS AND STAFF OPTED FOR AN OPEN SPACE, EQUIPPED WITH MOBILE PARTITIONS THAT WILL PROVIDE US THE OPPORTUNITY TO EVOLVE OUR PROCESSES OVER TIME.

## Medical Device Reprocessing Department (MDR)

THE MDR DEPARTMENT IS LOCATED IN BLOCKS B AND C ON LEVEL S2, DIRECTLY ACROSS THE CORRIDOR FROM MATERIALS MANAGEMENT; THIS ALLOWS FOR EASY DELIVERY OF EQUIPMENT AND INSTRUMENTS.

The MDR Department enjoys important key adjacencies and dedicated sterile and dirty elevators for the immediate delivery of materials to the departments it services, these include the:

- Pediatric ORs, interventional and procedural rooms
- Adult ORs, interventional and procedural rooms
- Women's Health ORs (2)

THE DEPARTMENT IS SEPARATED INTO THREE STRICTLY CONTROLLED ZONES:

1. Decontamination
2. Preparation and Packaging
3. Sterile Stores

To enhance efficiency, carts transporting soiled equipment will arrive directly into the soiled decontamination zone from the soiled elevator; staff enters through a gowning vestibule accessible via the main locker/changing area.

Carts then cross over through the cart wash to be reused on the sterile side; staff travel from the locker area with access to the scrub sinks before entering the assembly area.

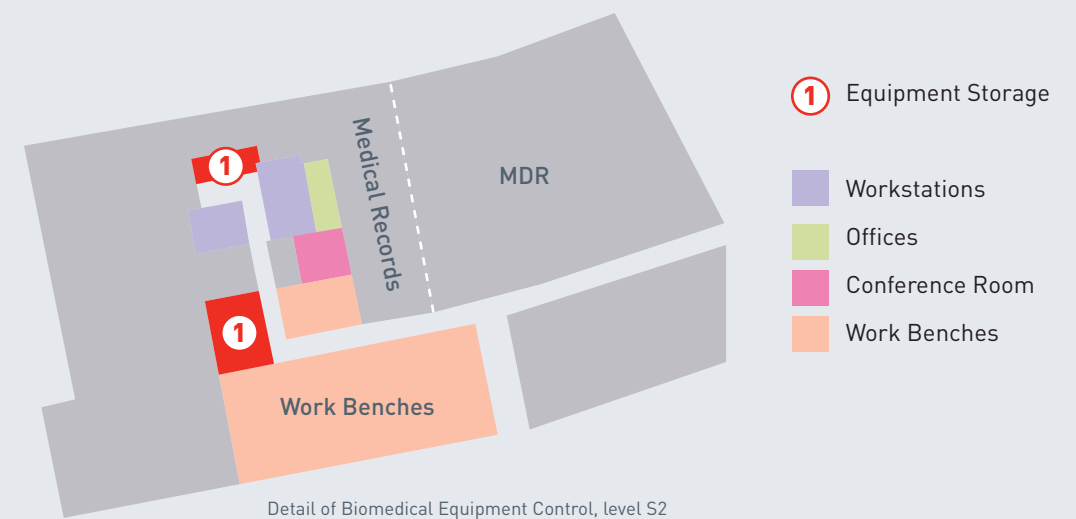


## Biomedical Equipment Control

LOCATED ON LEVEL S2 OF BLOCK B, THE DESIGN OF THE BIOMEDICAL EQUIPMENT CONTROL DEPARTMENT IS BASED ON ITS PRIMARY ROLE OF ENSURING THE SAFETY AND ACCURATE PERFORMANCE OF CLINICAL EQUIPMENT.

The department is separated into the following areas:

- Marshalling area (incoming and outgoing equipment)
- Storage
- Workshops
- Satellite workshops (co-located with specific clinical departments)
- Administration



## Near and around Biomedical Equipment Control

EFFICIENT ADJACENCIES ENSURE THE SMOOTH FUNCTIONING OF THE DEPARTMENT:

Direct adjacencies:

- Emergency Departments
- Interventional Platform
- NICU
- PICU
- Inpatient units

TO ACCESS THE DEPARTMENTS FOR ADULT PATIENTS, STAFF CAN USE THE ELEVATORS IN BLOCKS C AND D, THESE LEAD TO THE:

- Adult Emergency Department
- ORs
- Inpatient units

## Materials Management

Enhancing operational efficiency is at the heart of the design of the Materials Management Department; planning teams created extremely well thought out and functional adjacencies to ensure that a smooth work flow is achieved.

THE MATERIALS MANAGEMENT DEPARTMENT, LOCATED ON LEVEL S2 OF BLOCK B, FACES THE LOADING DOCKS. IT IS A DECENTRALIZED DEPARTMENT AND FUNCTIONS IN SEVERAL DIFFERENT SPACES:

- Dock vestibule
  - Total of 11 loading docks
  - 5 clean bays
  - 2 soiled bays
  - 3 compactors with dock access for waste
  - 1 loading bay for the Research Institute
  - The services yard has been sized to handle articulated truck traffic
- Receiving/Tracking/Break out
- Storage
- Base station and car loading
- Clean linen (assembly)
- Soiled linen
- Cart wash
- Administration

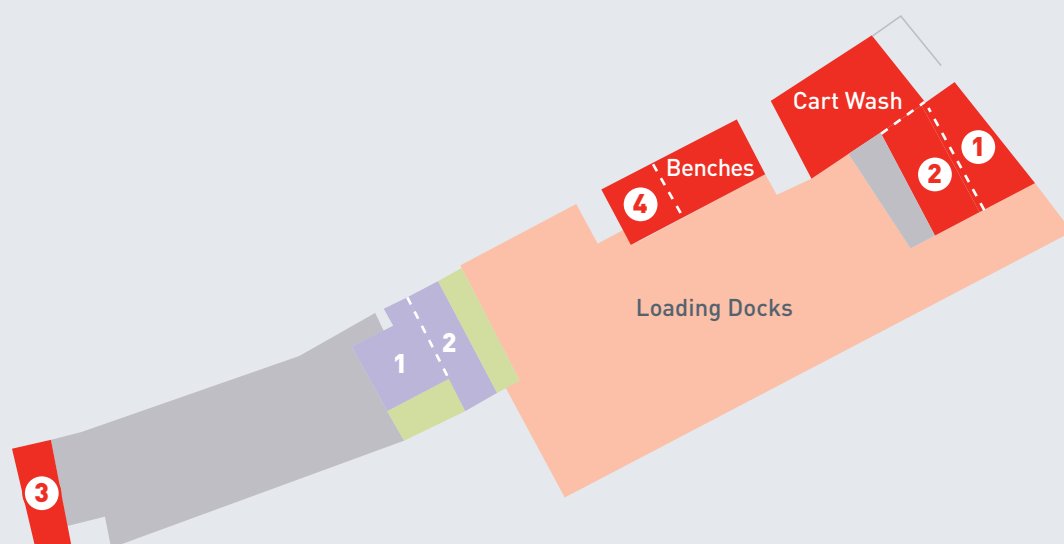
## Near and Around Materials Management

All of these departments are supplied by Materials Management:

- Food Services
- Waste Management Centre
- Housekeeping
- MDR
- Medical Records
- Biomed
- IS/IT
- Staff Facilities

## Agile Assembly Area (AAA)

- AAA is split into two distinct areas to support the complete separation of clean and soiled flows.
- Clean AAAs are sized to hold clean linen carts, clinical supplies carts and empty (clean) waste carts for use on inpatient units and other clinical departments.
- Soiled AAAs are sized to hold waste carts for regular garbage, biohazardous waste and other waste items.



Detail of Materials Management Department, level S2

- |                       |  |
|-----------------------|--|
| ① Soiled Linen        | ① Work Stations (Transport)            |
| ② Soiled Cart Storage | ② Work Stations (Materials management) |
| ③ Equipment Storage   | ③ Offices                              |
| ④ Mail Room           |  |



# Medical Records

THE MEDICAL RECORDS DEPARTMENT IS LOCATED ON LEVEL S2 AND SERVES THE ENTIRE GLEN SITE.

The Medical Records Department is divided into two areas:

- Medical Records Viewing: this sub-department is located on level 1 of Block C (Royal Victoria Hospital and Montreal Chest Institute). It is an area shared between the adult and pediatric hospitals.
- A viewing area and private rooms for patients to view medical records are provided.
- The viewing area is organized in a front-of-house/back-of-house fashion: the front of the department will be reserved for patients; the back of the department will be reserved for staff administrative spaces.

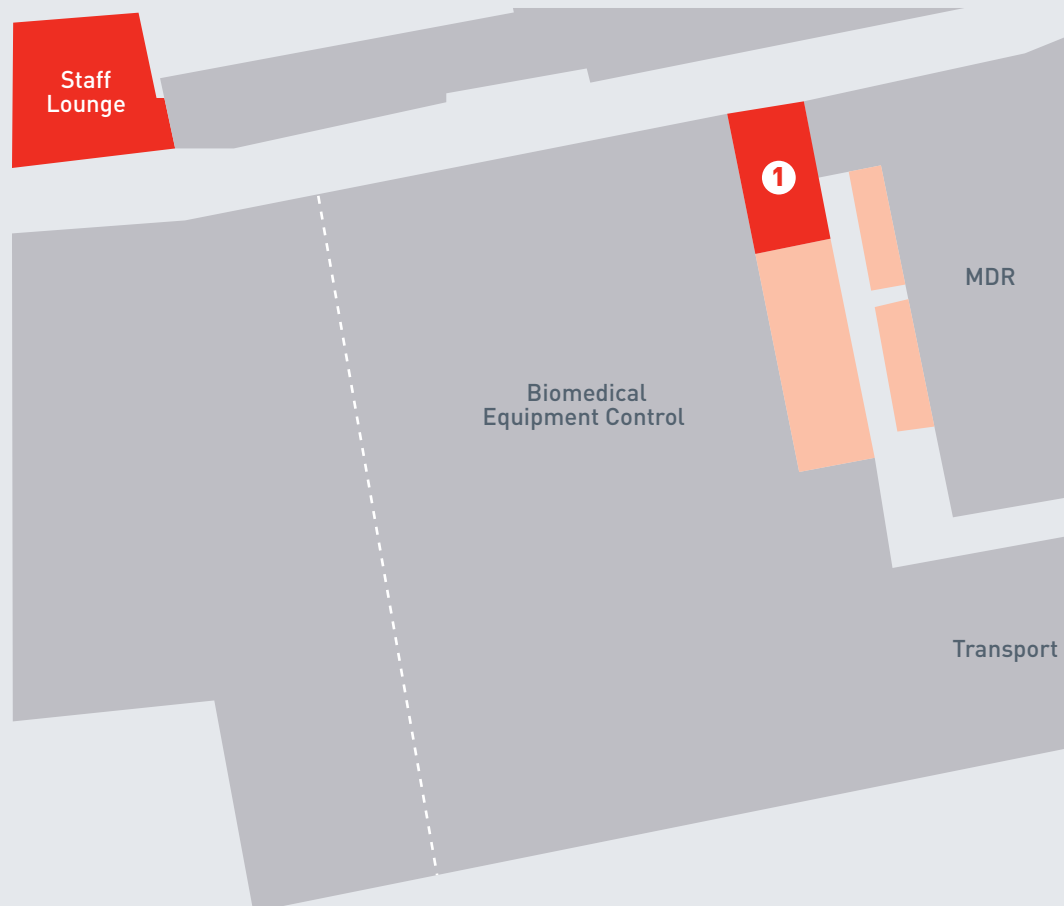
THE MEDICAL RECORDS DEPARTMENT IS DESIGNED TO FACILITATE EFFICIENCY:

- High density chart storage is provided along a universal storage corridor
- Work stations are arranged in clusters for:
  - Document preparation
  - Document scanning
  - Document quality control
- A staff viewing station is adjacent to the main staff corridors to facilitate record access.
- The Medical Records Department is a restricted area and is for staff only.

## For our *staff*

THE MEDICAL RECORDS DEPARTMENT IS DESIGNED TO MAXIMIZE WORK FLOW, THUS:

- Reception and file storage are located off the main corridor followed by staff viewing stations, chart preparation, scanning, chart scanning and quality assurance.
- Shredding is at the back of the department.
- Staff have access to a lounge.



Detail of Medical Records Department, level S2

- ① Consulting & Viewing of Files (For Doctors & Researchers only)
- Quality Control: File preparation / Scanning / Storage



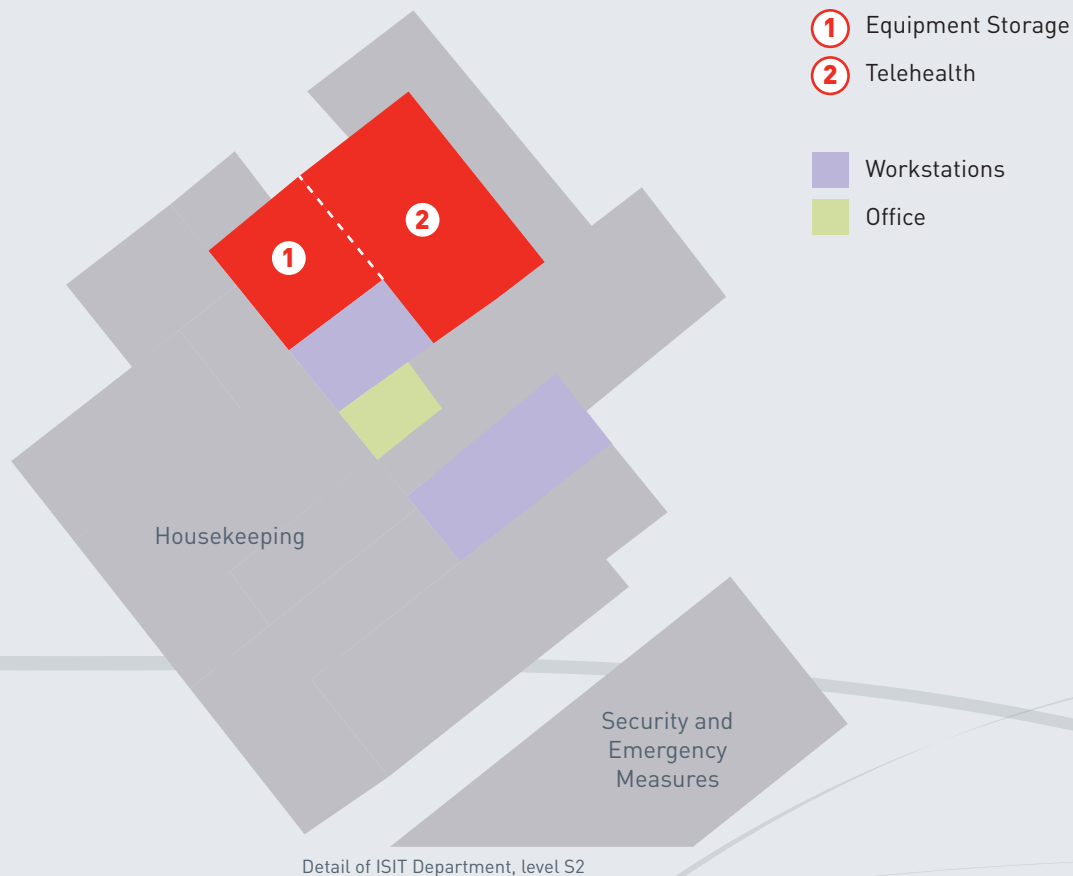
## Telecommunications and Information Systems (IS/IT)

LOCATED ON LEVEL S2 OF BLOCK D (ROYAL VICTORIA HOSPITAL AND MONTREAL CHEST INSTITUTE), THE IS/IT DEPARTMENT IS COMPRISED OF THREE KEY SPACES:

- Support Centre
- Receiving and Break-out area
- Service pods complete with Service Pod Kiosk located in the main corridor on level 5.
  - Each service pod has work stations and work benches where equipment can be repaired and/or software loaded.
  - The service pod kiosk allows IT personnel to teleconference with a user who needs help. A live camera allows IT staff to make visual assessments of devices and better guide users.

THE IS/IT ADMINISTRATIVE AREA IS THE NERVE CENTRE OF THE DEPARTMENT. IT CONTAINS:

- Assembly Workshop and storage room
- A kitchenette and lounge for employees
- One manager office
- Work stations



## Food Services

FOOD SERVICES SERVES THE ENTIRE GLEN SITE. LOCATED IN BLOCK C, THE DEPARTMENT HAS EASY VERTICAL ACCESS TO BOTH THE ADULT AND PEDIATRIC HOSPITALS.

The Food Services Department is separated into the following zones:

- Receiving
- Storage (fridge, frozen and dry goods)
- Food Preparation areas, including formula preparation
- Assembly belts for packing inpatient unit requirements
- Cart storage and wash
- Pot and dish washing area
- Refrigerated garbage
- Administration and offices

EFFICIENT CO-LOCATIONS ALLOW FOR AN EASY WORK FLOW:

- The large receiving area is close to the Materials Management docks; when food supplies arrive, they are delivered directly to the department.
- Storage can be divided into various temperature zones
- There are various food preparation areas: hot food prep, dessert/salad, special diet, catering and formula room.





## Cafeteria

THE CAFETERIA IS CENTRALLY LOCATED ON THE S1 LEVEL AND IS IMMEDIATELY ACCESSIBLE FROM THE MAIN PATIENT/VISITOR ENTRANCE. THIS ENSURES EASE OF ACCESS FOR BOTH STAFF AND VISITORS FROM THE ADULT AND PEDIATRIC HOSPITALS.

An innovative counter design allows for a free flow environment: customers will be able to go to a particular counter separated by food types. This reduces waits and long lines.

A special fast-track line is available for staff who want to purchase a drink or sandwich during a short break.

The cafeteria also benefits from:

- Natural light
- Access to an outdoor terrace
- Dedicated catering elevator to Food Production areas on level S2
- A small production area is part of the server area
- Dedicated dishwasher on the cafeteria level
- Locked gates will close the server area during off-hours; vending areas will remain open.

## Admitting (on RC level)

Admitting and Registration services both the adult and pediatric hospitals and is centrally located on the rez-de-chaussée level. It is universally accessible to all patients and visitors.

Registration satellites are located in the following, high volume areas:

- Obstetrics Department
- Technical Platform (angiography/catheterization laboratories and general procedures)
- Emergency Departments
- Cancer Centre

### Want to learn more?

Visit us on-line at [muhc.ca/construction](http://muhc.ca/construction) to watch videos about our Glen site and to find more information about the New MUHC.

For a quick response to your questions or comments, contact us at:

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