Research Collaborative | April 2010 SENIOR LIVING DINING ROOMS Design Guidelines and Post-Occupancy Evaluation Feedback



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Perkins Eastman Research Collaborative

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Our experience ranges from concise environmental audits that gather major lessons learned to more in-depth research studies that evaluate multiple aspects of a facility's physical environment, operations and maintenance, and building occupants' satisfaction and use patterns. We work with our clients to develop a course of action and schedule that is individualized to meet the unique needs of their organization. Regardless of the scope of the project, we always work within the framework of practice-based research to create results that have real-world applications.

For more information, visit www.perkinseastman.com/researchcollaborative

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About the Study



Why the Study Was Conducted

In recent years, Perkins Eastman received anecdotal feedback from several senior living clients that their dining rooms are tight on space. This sparked a question among in-house designers: What factors go into determining the size of a dining room? The Perkins Eastman Research Collaborative was asked to explore the answer to this question.

The Collaborative, however, saw this as an opportunity to develop an investigation focused on much more than just dining room dimensions. Post-occupancy evaluations (POEs) of several existing facilities were conducted to understand how dining rooms in senior living facilities were being designed and why the users were having issues with perceived crowding. In addition to room size, the Collaborative also investigated other aspects related to dining programs, including: private dining rooms, wait/serving stations, mobility assistance device storage, furniture and finish specifications, and anecdotal feedback about lighting and acoustics.

The results of this study can be used by designers when making decisions about dining room dimensioning and layout, taking into account projectspecific factors such as occupant type and the prevalence of mobility assistance devices.





How the Study Was Conducted

Post-occupancy evaluations were conducted on 27 dining rooms, located in eight senior living facilities. While the sample size is too small for statistical significance, the findings can be used to inform decision-making during the process of planning and designing dining rooms for senior living facilities. The study was a collaborative effort between the Perkins Eastman Research Collaborative, the firm's interior designers, and the participants of the study who helped shape the questions asked during the interviews (i.e. what aspects of the dining room were they interested in learning about).

Data was collected through interviews conducted over the phone, which were led by a researcher and an interior designer from Perkins Eastman. The interviews were held with administrators at each of the participating facilities, including Executive Directors, Dining Services Directors, a Director of Health Services, and a Resident Care Coordinator. Because it was a comparative study, the post-occupancy evaluation methodology and interview questions were kept consistent across all 27 dining rooms.



The study's findings can be used to inform decision-making during the process of planning and designing dining rooms for senior living facilities.

> The participating facilities were chosen from senior living projects designed by Perkins Eastman. Prior to the study, some of these facilities had anecdotally reported issues with perceived crowding; others had not. We evaluated twelve dining rooms used by independent living residents (in five facilities), eight dining rooms used by assisted living residents (in three facilities), and seven dining rooms used by skilled nursing residents (in three facilities). The dining rooms are diverse in terms of size, layout, capacity, and location (including sites in Pennsylvania, Ohio, Georgia, and Texas). See Appendix A for descriptions of the eight senior living facilities and the 27 dining rooms.

> The interview questions were designed to investigate the functionality of the dining rooms and focused on such topics as: who uses the dining room; what works well or not well; whether anything had changed since the facility opened (either changes in the users and/or changes to the physical environment, such as a renovation); the size, adjustability, and ease of use of the furnishings; private dining; wait/serving stations; mobility assistance device parking/storage; the wear and tear, maintenance, and appearance of finishes; lighting; and acoustics. See Appendix B for a sample interview guide.

Design Guidelines



Space

Refer to pages 15-24 for more information.

Because communal dining offers many social opportunities, it is important to create an enjoyable dining experience, which includes minimizing perceived crowding. Some design considerations include:

- Plan for an area per person that is appropriate for the population group (i.e. their need for space to maneuver). Be sure to consider how the needs of this population may change over time—particularly if the dining room is to support aging-in-place. General recommended areas per person for senior living dining rooms are as follows.¹
 - Independent living = 25 square feet per person (assumes no aging-in-place—the area per person should be higher if residents use mobility assistance devices)
 - Assisted living = 30 square feet per person (assumes onequarter of the resident population is in a wheelchair—the area per person should be higher if a greater proportion of residents use mobility assistance devices)
 - Skilled nursing = 40 square feet per person (assumes onehalf of the resident population is in a wheelchair—the area per person should be higher if a greater proportion of residents use mobility assistance devices)

¹ Please note that these areas are independent of table sizes. However, if (e.g.) more two-person tables are to be included than fouror six-person tables, there will likely be more aisle space required; and therefore more overall space needed for the dining room.

Determining the "right size" for senior living dining rooms was based on the experiences of interior designers, architects, and dining room users. The researchers and interior designers who collaborated on this project looked at the areas per person used to design the 27 dining rooms evaluated by the study, as well as several other examples for which there was similar anecdotal feedback. By understanding which dining rooms were perceived to be too crowded versus those that are well sized and what factors could contribute to this perception (e.g. the client added several tables to the room to serve more people), we were able to establish the listed areas per person that can help guide the designing of future dining rooms.

The size of a dining room, however, should not be determined by simply applying a generic area per person. For instance, it is not as simple as creating a rectangular room that has an area of 2,500 square feet because it needs to serve 100 independent living residents. A designer needs to consider the experience of eating within that space—from how to accommodate the client's program (e.g. wanting half the space for formal dining versus the other half for casual dining) to when a dining room starts to feel "too big" (too many people, too much noise, too many distractions).



- Consider aspects that could affect the dining room layout, including:
 - Avoid impeding circulation paths with columns.
 - Break up a large space into smaller, more intimate areas. Consider making an L-shaped instead of rectangular room; or use such architectural features as alcoves, partitions, or high banquettes—while still maintaining clear aisles.
- Don't complicate the furniture layout by designing the room to be too narrow. Senior living dining rooms should have a minimum width of 20' so that two 42" square tables (placed at a 45° angle) can have a 60" aisle between them.
- In addition to the type of user, consider other aspects that could affect dining room size, such as:
 - Does the capacity need to increase to provide additional seats (e.g. for visitors and/or eating assistants)?
 - Will a wait/serving station or other furniture (e.g. a buffet table) need to be accommodated?
- When working in computer aided drafting software, use furniture blocks that show dining chairs pushed away from tables; and consider using blocks that have wheelchairs in addition to dining chairs.

Private Dining

Refer to pages 25-28 for more information.

Private dining rooms are popular since they allow for overflow dining (if located adjacent to the main dining room, e.g. with glass doors separating the two rooms), provide flexibility for such events as parties and meetings, and allow privacy for people who need assistance eating. Private dining rooms are typically designed for 8-10 people around a single table, with an area of **25 square feet per person**—regardless of the type of user. However, if additional furniture is to be included (e.g. a decorative hutch), be sure to provide some extra space.



Wait/Serving Stations

Refer to pages 29-30 for more information.

Dining rooms often require some extra space to support dining staff and to promote the smooth running of the kitchen, whether it is through a large wait station where plates from the kitchen are finished or just a small table that can act as a serving station. Most wait stations are located near a door to the kitchen (assuming the main kitchen is adjacent to the dining room); whereas serving stations are typically just strategically placed pieces of furniture in the dining room (e.g. a table or hutch that allows for the storage of items that dining staff needs on hand, such as extra linens, water pitchers, and tea boxes).

A common mistake when designing a dining room is to not program the wait station. Schematic designs usually do not show wait stations, but they often get added during a later design phase—taking up already valuable square footage. The size of a wait station depends on how extensive the menu is (e.g. a dining room that offers only three entrées a night would require less space than a dining room with a more extensive menu) and also on how the dining services are run. For instance, if plates are finished in the kitchen, less space is required for the wait station (and vice versa).

If the size of the wait station is not predetermined by the client's program and/or by the food services consultant, a basic guideline for wait stations is to establish an allowance of **a half square foot per seat** in the dining room. However, before the wait station can be sized, several questions about the dining services must be asked. These include (but are not limited to):

- Will a point of sale (POS) register or an order entry station be located in the wait station?
- How does the beverage program work—are soda fountains, coffee pots, etc. located in the wait station or at a central bar?
- Is glassware stocked in the wait station; and is wine served (therefore requiring wine glasses to be stocked, as well)?
- Is cutlery stocked in the wait station?
- Are chargers and extra plates held in the wait station?
- Are dishes being bussed directly to a dish washing room or being held at the wait station?
- Are table linens being used (i.e. cloth or paper napkins, table cloths); and are they being stored in the wait station?
- Should there be an ice maker in the wait station?
- Will there be a bread warmer in the wait station?
- Are cold desserts and salads pre-stocked in the wait station?
- How extensive are the condiments that will be required; and will they be stored in the wait station?
- Is a refrigerator for holding butter or creamer necessary?

Mobility Assistance Device Storage

Refer to pages 31-33 for more information.

Providing a designated storage space for mobility assistance devices can alleviate crowding and tripping hazards in the dining rooms. The size of the storage space should depend on the number of users—both now and in the future as the residents age-in-place—and the type of devices being stored (since scooters typically take up approximately eight square feet each, a wheelchair needs about nine square feet or three and a half square feet if it can collapse, and unfolded walkers require up to five square feet each).

The storage area should be conveniently located to the dining room so that residents and staff can quickly and easily access the mobility assistance devices. This ensures that residents' independence is not hindered and that staff does not need to expend a lot of time or effort in storing/retrieving mobility assistance devices for the residents. Some residents will also prefer to stay in their wheelchair or keep their mobility assistance device at hand. Accordingly, it is also a good idea to provide additional space within the dining room so people can maneuver around these devices, or for alcoves that provide out-of-the-way (yet close-at-hand) storage options.



In this independent living dining room, the mobility assistance device parking areas (highlighted in green in the plan above) are located in a closet and behind half-height wall alcoves integrated into the design of the dining room (seen in the rendering to the left). The locations are convenient for residents and staff members to access, yet allow mobility assistance devices to be placed out of the way of dining room traffic.



Furniture

Refer to pages 34-39 for more information.

Four-person tables are the most common type offered at the evaluated facilities; and are reportedly the most preferred by residents since people can easily hear conversations across the dining table. Rectangular tables are preferred to round ones because they offer more flexibility since tables with a common dimension can be pushed together to create seating for a larger group. Family-style dining at a large, single table is common in the private dining rooms that have less than twelve seats. The glides on tables (which can be leveled without flipping the table upside down) are appreciated. However, the adjustable height feature of tables at some facilities is not as well liked. Though this option offers flexibility, administrators feel that this feature was not worth the added expense since they never adjust the table heights.

Dining chairs should have arms that allow older adults to brace themselves when getting in/out of the chair. To accommodate larger residents, wider (bariatric) chairs with arms should be provided, as opposed to a chair with no arms. The chairs should also include caster wheels on their front legs to assist residents when moving in and out from the table; and the back legs should have nylon glides to prevent floor damage.



For tables in senior living dining rooms, the Perkins Eastman interiors group typically specifies 42" square tables (which seat four people), with a plastic laminate top with wood edges and a four-branch base that has nylon glides that can be adjusted without flipping the table over (e.g. Shelby Williams BEWE top with a B90 base).



For chairs in senior living dining rooms, the Perkins Eastman interiors group typically specifies dining chairs with arms and caster wheels on the front legs that assist residents in getting in and out of the chairs (e.g. Shelby Williams 4007-AFB or American of Martinsville 8106-C28).

Materials

Refer to pages 40-45 for more information.

Flooring materials used for dining rooms typically include carpeting, tile, or resilient flooring; and are chosen for their ease of maintenance as well as aesthetics. Though tile and resilient flooring can be easy to clean, advances in carpeting (such as stain resistance, anti-microbial backings, and the installation of carpet squares that can be replaced square by square) has made it a viable option as well. If carpet is specified, consider using more durable and darker colored carpeting (to hide stains) at high-traffic areas, such as around buffet tables. If using resilient flooring, choose one that requires minimal special maintenance.

Ceilings comprised of acoustic ceiling tiles and painted gypsum wall board reportedly function well in terms of maintenance and acoustics. Doors should be protected from damage due to mobility assistance devices (e.g. by installing kick plates). Also, note that one facility had damaged metal mini blinds near the lever handles of the doors.

Wall finishes typically include paint, wall covering, or tile; again chosen for their ease of maintenance as well as aesthetics. Painted walls should have at least an eggshell finish since matte paint cannot be scrubbed clean. In fact, walls in messy or wet areas should be protected by semi-gloss or scrubbable paint, tile, or wall covering.

Lighting

Refer to pages 46-49 for more information.

The artificial and natural lighting in the dining room contribute to the overall atmosphere, while also being practical. The artificial lighting should be bright enough (typically 10-20 foot candles) to allow an older population to easily maneuver through the room, see what's on their plate, and read the menu. Specifying fixtures that use compact fluorescent bulbs can reduce the frequency of bulb replacement—particularly helpful for hard-to-reach fixtures, like chandeliers; results in cost savings; and promotes ecological sustainability.

Daylighting should also be integrated with the electrical lighting system and be used to the greatest extent possible (e.g. by having a narrow building footprint, designing for deep light penetration, and working with the building orientation). However, overly bright surfaces and glare should be attenuated. If necessary, seek the advice of a lighting consultant who can help with the artificial and natural lighting of the space.

Acoustics

Refer to pages 50-51 for more information.

Dining rooms are typically loud places (often ranging from 80 to 120 decibels). To enable diners to easily hear conversations and have a pleasant dining experience, it is important to minimize distracting noises (e.g. from HVAC equipment, the kitchen, buffet lines, beverage stations, plates being scraped, etc.).

Noise can be attenuated through appropriate choices of finishes (e.g. carpeting and acoustical ceiling tiles), architectural features (e.g. breaking a larger room into smaller spaces), and organizing program spaces to isolate quieter areas from noisy places (such as the bathrooms, the kitchen, a bar, or waiting area).

When noisy areas cannot be contained (e.g. an open display kitchen), special acoustic treatments should be considered. If necessary, seek the advice of an acoustics consultant who can help with the acoustic conditions of the space.



Metal mini blinds on doors can be damaged by people using lever door handles.



Post-Occupancy Evaluation Findings



Space

Perceived crowding in dining rooms is an important concern since it can influence how often people come to the dining rooms to eat. If residents find the dining experience unsatisfactory, they are more likely to stay in their residential rooms/apartments, thus missing out on important social opportunities that communal dining can afford. In fact, several facility administrators that we spoke with informed us that group dining is mandatory at their facility because they believe that socialization positively affects the general health and well-being of the residents. Because it is important to encourage social interactions between older adults through communal dining, one of the topics investigated by this study was how the size of the dining room affected users' perceptions of crowding.

Please note that all post-occupancy evaluation data provided in this report are for informational purposes only. The opinions expressed by the study's participants are not those of Perkins Eastman.



The fact that most of the dining rooms were built to a small area per person is one of the many factors that could have affected the perceived crowding described by the administrators of the senior living dining rooms. In addition to the space standards, the study revealed that there are several characteristics within each individual dining room that can influence the perceived adequacy of space. Such characteristics include the need to increase capacity to accommodate eating assistants and/or visitors, the integration of a wait/serving station or other pieces of furniture (e.g. a buffet table or a hutch for storage or decoration), and/or if there is a separate storage space for mobility assistance devices. (Please refer to the specific report sections for study findings related to wait/serving stations and mobility assistance device storage.)

Designers should also be aware of the room's dimensions—particularly that a dining room that is too narrow can make furniture placement very difficult. The minimum width of a dining room should be 20', which allows for two 42" square four-person tables (placed at a 45° angle) with a 60" aisle in between. Also, efforts should be made to prevent circulation from being impeded by any columns in the space.

Columns can impede movement if located in circulation routes.



A dining room that is too narrow makes furniture placement very difficult.

Preventing a dining room from feeling "too big" (i.e. too many people, too much noise, and too many distractions) can be just as important as making sure it doesn't feel too small. The perception of size can be affected by several factors. For instance, the room's layout can play a role: A rectangular room can feel larger than an L-shaped dining room, since the L-shaped room can accommodate the same number of people but in smaller, more discrete sections so the space feels less overwhelming.

Likewise, breaking up a large space into smaller areas can be effective. Alcoves along the periphery of the room, partitions, and high banquettes are all examples of how a large dining room can be broken up into smaller components. The acoustics of the room also play a role. For instance, a café-style dining room with mostly hard surfaces may need to be smaller (i.e. seat fewer people) than a dining room with materials/finishes that provide better acoustical conditions.

Furthermore, when designing a dining room with computer aided drafting software, it is important to use furniture blocks that show chairs pushed back from the tables. Furniture blocks with chairs tucked under the table are unrealistic since, when people are trying to maneuver through a dining room, there are typically other diners already sitting at the tables—resulting in the dining chairs being pushed out from the tables, taking up more aisle space. Using furniture blocks with chairs tucked under the table will likely result in a dining room layout that is too dense and that will be perceived as crowded. For dining rooms serving a population that uses mobility assistance devices, it is also a good idea to use furniture blocks showing wheelchairs in addition to dining chairs, since wheelchairs take up even more aisle space.



The furniture blocks used in image "A" to lay out the assisted living dining room were unrealistic to real-world conditions since they do not include chairs pushed back from the tables. When this dining room is re-designed with more appropriate furniture blocks (as seen in image "B"), the capacity goes from 28 seats (at an area of 22 square feet per person) to 19 seats (at an area of 33 square feet per person—closer to the recommended 30 square feet per person for assisted living dining rooms).

The more a designer can consider the entire dining experience (beyond providing the program the client requests, be it a family-style private dining room or a large formal dining room with a display kitchen), the more likely the resulting dining room will be well liked, well visited, and will perform well—from waiters easily maneuvering between tables to diners being able to hear conversations across the table.



POE findings: Independent living spaces

Facility	Area (SF)	Number of Seats	Area (SF) Per Person	Perceived Crowding	Designated Mobility Assistance Device Parking
	1,430	88	16	No	No
Asbury Heights ²	455	16	28	No	No
	625	30	21	No	No
	1,385	92*	15	No	Yes
	375	16	23	No	Yes
Masonic Village Clubhouse ²	360	16	23	No	Yes
	445	24	19	No	Yes
	840	46	18	No	Yes
North Aiken Avenue Apartments	1,200	54	22	No	No
Silver Lake Commons	1,120	56	20	No	No
	820	36	23	Yes	No
wiggins Place	1,145	47†	24	Yes	No

*originally designed with 84 seats (at an area of 16 square feet per person), but eight seats have been added †originally designed with 44 seats (at an area of 26 square feet per person), but three seats have been added

- The independent living dining rooms have areas ranging from 360 to 1,430 square feet, with an average of 850 square feet.
- The number of seats in the independent living dining rooms range from 16 to 92, with an average of 43 seats.
- The areas per person in the independent living dining rooms range from 16 to 28, with an average of 21 square feet per person.
- Two of the independent living dining rooms were perceived to be too crowded. These dining rooms are located adjacent to one another within the same facility. Interestingly, neither dining room has an area per person that would appear to make the space feel crowded (with areas of 23 and 24 square feet per person). The perception of crowding, however, is likely due to one or both of the following reasons: The administrator that we spoke with said that the facility offers multiple seatings in the dining rooms, but that they would have preferred 100 seats to the 83 that they currently have so that they could accommodate more people at one seating. Also, even though residents in wheelchairs are required to transfer to a dining chair, there is no designated storage space for mobility assistance devices are kept at the tables next to the residents, taking up valuable space in the aisles between tables.

² Please note that, for the calculations of averages, two large dining rooms were treated as multiple smaller dining rooms in order to prevent the exclusion of outliers. (Outlying values are considered those spaces with areas either much larger or much smaller than the other areas in the sample.) The one large dining room at Asbury Heights (measuring 2,510 square feet) was subdivided into three smaller dining areas, based on the U-shaped configuration of the space. Likewise, at the Masonic Village Clubhouse, one large dining room (measuring 1,780 square feet) was treated as two smaller dining rooms based on an architectural feature that divides the two spaces.

Seven of the independent living dining rooms were perceived to be adequately sized. Three of these dining rooms actually have low areas per person (ranging from 16 to 19 square feet per person). However, these dining rooms have access to a storage closet where mobility assistance devices are kept while residents dine. Removing mobility assistance devices from the dining room seems to allow these tighter dining rooms to still function adequately. Another two of the noncrowded dining rooms were actually said to be oversized. However, these facilities are reportedly under-used: At the time of the study, the dining programs at Silver Lake Commons and North Aiken Avenue Apartments were not running at capacity—typically only serving lunch three days a week to less than twenty people.



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POE findings: Assisted living spaces

Facility		Area (SF)	Number of Seats	Area (SF) Per Person	Perceived Crowding	Designated Mobility Assistance Device Parking
A	AL	625	34*	18	Yes	No
Asbury villas	AL	530	28	19	Yes	No
	AL	510	30	17	Yes	No
Laurelbrooke Landing	ALD	200	10	20	Yes	No
	ALD	205	10	21	Yes	No
Presbyterian Village	ALD	440	12	37	No	No

*originally designed with 28 seats (at an area of 22 square feet per person), but six seats have been added

- The assisted living dining rooms have areas ranging from 200 to 625 square feet, with an average of 420 square feet.
- The number of seats in the assisted living dining rooms range from 10 to 34, with an average of 21 seats.
- The areas per person in the assisted living dining rooms range from 17 to 37, with an average of 22 square feet per person.
- Four of the assisted living dining rooms were perceived to be too crowded, with areas ranging from 17 to 21 square feet per person. In addition to being small, none of these dining rooms provide a designated space for mobility assistance device storage. Because a fair number of residents in this population group use mobility assistance devices, aisle space in these dining rooms is often taken up by mobility assistance devices. One facility, Asbury Villas, also noted that their adjacent dining rooms are not large enough to accommodate all of their residents. The dining rooms have 62 seats and were designed for two seatings. However, the facility has chosen to offer only one seating and typically serves up to 76 residents. Accordingly, there is often a line of residents waiting for a seat to open up. Another facility, Laurelbrooke Landing, noted that they would have liked an additional four to eight seats to accommodate guests.
- One of the assisted living dining rooms was perceived to be adequately sized. Even though there is no designated mobility assistance device storage (wheelchairs and walkers are kept next to the residents at their table), the area per person is large enough (at 37 square feet per person) that there is adequate room for residents and staff to maneuver.





POE findings: Skilled nursing spaces

Facility	Area (SF)	Number of Seats	Area (SF) Per Person	Perceived Crowding	Designated Mobility Assistance Device Parking
	495	16	31	No	No
	550	16	34	No	No
Laurelbrooke Landing	715	34	21	Yes	No
	450	16	28	No	No
Presbyterian Village	500	14	36	No	No
	530	20	27	No	No

• The skilled nursing dining rooms have areas ranging from 450 to 715 square feet, with an average of 540 square feet.

- The number of seats in the skilled nursing dining rooms range from 14 to 34, with an average of 19 seats.
- The areas per person in the skilled nursing dining rooms range from 21 to 36, with an average of 30 square feet per person.
- One of the skilled nursing dining rooms was perceived to be too crowded. At an area of 21 square feet per person, the size of this dining room cannot easily accommodate the residents, since many skilled nursing residents require additional space to maneuver. Mobility assistance devices are fortunately stored outside of this dining room (though because there is no designated storage space, the mobility assistance devices are lined up in the hallway outside of the dining room). Adding to the perception of crowding at this facility is the increased capacity due to staff members who assist half of the residents in dining.
- Five of the skilled nursing dining rooms were perceived to be adequately sized. None of these facilities have a designated space to store mobility assistance devices, but each has an area per person that provides the skilled nursing residents with sufficient space to maneuver and keep their mobility assistance devices at hand.

Private Dining

Private dining rooms are provided and popular at most of the facilities that participated in the study. They are used for parties (e.g. birthdays and anniversaries), meetings/activities, overflow for the main dining room, breakfast/brunch buffets, and for residents needing assistance eating. The private dining rooms range in size and capacity, but typically offer 25 square feet per person, equivalent to the area per person recommended for independent living dining rooms—even when the private dining room serves other occupant types (i.e. assisted living or skilled nursing residents). In addition, the people who were interviewed explained that private dining rooms that are adjacent to main dining rooms, separated by doors that offer privacy, are appreciated since they allow for overflow dining (e.g. during holidays/ events when there are many visitors and the main dining room temporarily needs a greater capacity).

As seen in the plan to the right and the photograph below, the private dining room at Laurelbrooke Landing can be used for overflow dining since it is directly adjacent to the main dining room.



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DINING



Facility		Occupant Type	Area (SF)	Number of Seats	Area (SF) Per Person	Perceived Crowding	Designated Mobility Assistance Device Parking
Childers Pl	lace	skilled nursing	225	9*	25	No	No
Ashuni	Villas	assisted living	415	12†	35	No	No
Asbury	Heights ³	independent living	685	46	15	No	No
Laurelbroc	oke Landing	assisted living	200	10	20	Yes	No
Presbyterian Village		assisted living – dementia	360	6	60	No	No
Masonic Village Clubhouse ³		independent living	570	24	24	No	No
Wiggins Place		independent living	200	8	25	No	No

POE findings: Private dining

*originally designed with 5 seats (at an area of 45 square feet per person), but four seats have been added †originally designed with 8 seats (at an area of 52 square feet per person), but four seats have been added

- The private dining rooms have areas ranging from 200 to 415 square feet, with an average of 280 square feet.
- The number of seats in the private dining rooms range from 6 to 12, with an average of 9 seats.
- The areas per person in the private dining rooms range from 20 to 60, with an average of 33 square feet per person. However, if you exclude the outlying value of 60 square feet per person at Presbyterian Village, the typical area per person drops to 26.
- One of the private dining rooms was perceived to be too crowded. This private dining room has an area per
 person that is a bit low (at 20 square feet per person), but that alone would not appear to make the room feel
 overly crowded. The perception of crowding, however, is likely due to the amount of furnishings that reportedly
 have been added to the room: The administrator we interviewed said that the plants and furniture (a table and
 two cabinets) that have been added to the room take up most of the space.

³ Six out of the eight facilities participating in this study include a private dining room. However, the Asbury Heights independent living private dining room (which seats 46 people) and the Masonic Village Clubhouse private dining room (with 24 seats) are considered outliers because they represent a different type of private dining experience: Private dining rooms typically serve eight to ten people, providing a dining experience that resembles family-style dining. When private dining rooms increase their size and incorporate multiple small tables (instead of one large table that seats all diners), the dining experience changes from family-style to simply an alternative to the main dining room. Because of this, these two dining rooms have been excluded from the calculations of averages in order to provide a more accurate representation of private dining characteristics for future design decisions.

Facility		Private Dining, Including Parties (E.g. Birthdays, Anniversaries)	Meetings/ Activities	Overflow for the Main Dining Room	Breakfast/ Brunch Buffet	For Residents Needing Assistance Eating		
Childers	Place	~				~		
Asbury	Villas Heights	~	~	~				
Laurelbr Landing	ooke	~		~				
Presbyterian Village		~						
Masonic Village Clubhouse		~		✓ *	~			
Wiggins	Place	~	~		~			

• Six of the private dining rooms were perceived to be adequately sized for their purpose. The private dining rooms are reportedly used for:

*during holidays when there are more visitors

- The administrator at Childers Place, which uses its private dining room primarily for those who need assistance eating, said that the space is appreciated because it affords residents some privacy. The sliding doors between the private dining room and the main dining room are liked since they can be closed for privacy or be opened to combine the two spaces.
- At most of the facilities, Food Services provides the food/beverages for the private dining rooms, though several facilities do allow people to bring in their own food (e.g. visiting family members bringing in a birthday cake for a party).





Wait/Serving Stations

Wait stations are typically areas in dining rooms where staff have the space, tools, and items they need to finish plates coming from the kitchen. More often found in restaurant-style independent living dining rooms, wait stations can also be used by staff to meet diners' needs (e.g. fetching a cup of coffee or an extra napkin). The different areas in a wait station can include: a coffee station, with items required to prepare and serve tea and coffee; a soda station (if not included at a separate bar); a reach-in cooler or refrigerator for items intended for the table (e.g. butter, coffee cream, etc.) or to finish plates coming from the kitchen (e.g. topping a dessert with whipped cream); a soup station and/or a salad station (if soups and salads are not prepared in the kitchen); and sometimes a sink.⁴

Wait stations can successfully separate the food preparation staff in the kitchen from the wait staff so that the dining room and kitchen can both run more smoothly. Also, by moving some functions out of the kitchen and to the dining room's wait station (e.g. prepping or cleaning off plates), the overall area of the kitchen could potentially be reduced. The kitchen area that could be saved would depend on which functions and/or staff are moved to the dining room.

⁴ Retrieved December 22, 2009, from <http://restaurants.about.com/od/frontofthehous1/a/Waitstations.htm>.

Serving stations differ from wait stations in that they tend to be smaller since less extensive food preparation occurs there. Often, serving stations are simply pieces of furniture (e.g. a buffet table or storage hutch) placed in the dining room. Serving stations are places where dining staff can store extra table linens, water pitchers, tea boxes, and other items that diners may need.

POE findings: Wait/serving stations

- Only one of the eight facilities participating in this study has a wait station in their dining room. The wait station in the Asbury Villas main dining room has an area of 105 square feet, is centrally located in the dining room, has doors to the kitchen, and serves a dining room with 62 seats. The administrator at this facility said that the wait station is a good asset since it supports the smooth running of the kitchen.
- Several other administrators noted three additional dining rooms that could benefit from having wait stations: Wiggins Place's independent living main dining room (which serves 83 seats, not including the outdoor dining or the adjacent private dining room) and Asbury Heights' independent living main dining room and private dining room (which serve 134 and 46 seats, respectively).



The wait station at Asbury Villas is reportedly a great asset, acting both as an acoustic buffer between the kitchen and the dining room, as well as minimizing traffic within the kitchen.


Mobility Assistance Device Storage

Storing mobility assistance devices is actually a much more complex issue than just providing a sufficiently sized space near the dining room where residents can park their scooters and walkers. Policies towards mobility assistance device storage can cause tension and even controversy at a senior living community. Even when organizations attempt to reduce the number of mobility assistance devices in common areas, their policies and/ or space accommodations may not fit the needs/desires of the residents.

For instance, during a recent post-occupancy study conducted for The Kendal Corporation, we found that even though a designated parking area was provided at the entry to a dining room, residents preferred to take their mobility assistance devices with them into the dining room. When asked why, the residents indicated that they felt more independent and secure with their device at hand—they did not need to rely on staff assistance if they chose to get up from their seat (e.g. to re-visit the buffet or to go to the bathroom). This resulted in a conflict at the community since the more ablebodied residents resented the tripping hazards and crowding that resulted from mobility assistance devices being stored at the dining tables.

Because there are quite a few issues involved with mobility assistance device storage, from the physical attributes of the storage space to the organization's attitude about whether residents can take their mobility assistance device into the dining room, this report only deals with the basics: the size and location of the storage space. The space required for mobility assistance device storage depends on several factors, including:

- How many people will be using it (as defined by the number of residents as well as the organization's policy about allowing mobility assistance devices into the dining room);
- What types of devices will be stored there, since scooters typically take up approximately eight square feet each (2' x 4' on average); a wheelchair needs about nine square feet (2'-6" x 3'-6" on average), or three and a half square feet if it can collapse (to 12" wide); and unfolded walkers can require up to five square feet (2' x 2'-6" on average); and
- How the community's needs might change over time. If residents agein-place, there will likely be a greater number of mobility assistance devices being used in the future, so there will correspondingly be a greater need of space for mobility assistance device storage.

The way people feel about mobility assistance devices should also be respected. Some residents may want or require their mobility assistance device close at hand when in the dining room. Accordingly, there should be sufficient space at or near the dining tables to allow this. On the other hand, some residents may not want to have their mobility assistance device nearby. For instance, someone may need a scooter to travel the long hallway distances between their apartment and the dining room, but doesn't need their scooter once they reach the hub of common spaces. This person may prefer to park their scooter in an alcove off the dining room, or take advantage of staff valet parking. Because of this disparity, it is a good idea to provide mobility assistance device storage both within the dining room, as well as at a nearby closet/alcove.

POE findings: Mobility assistance device storage

For several of the dining rooms, administrators reported that the current resident population is less physically capable than in the past or than was originally anticipated by the design of the facility. As residents age-in-place and decline physically, the use of mobility assistance devices becomes more prevalent, making mobility assistance device storage in public common spaces a greater issue.

• Of the eight dining rooms that are said to be crowded, six reported that crowding is (at least in part) due to the mobility assistance devices taking up space in the aisles between the dining tables.

- Only one of the eight facilities has a designated storage area for mobility assistance devices. The 220 square foot alcove at the Masonic Village Clubhouse provides mobility assistance device and coat storage for four dining areas, which serve a total of 218 seats. The administrator at this facility said that the centrally located storage area is well appreciated, but that it is now too small to meet their needs. The current resident population reportedly uses more mobility assistance devices than was expected and, thus, requires more space than what the facility was originally designed with.
- At three of the facilities, administrators noted that residents are requested to transfer to a dining chair. Their mobility assistance devices are then moved to a nearby space (either lined up in the hallway outside the dining room or placed in an adjacent room).
- At three other facilities, administrators said that residents prefer to stay in their wheelchair/scooter or keep their mobility assistance device next to them at the dining table. Mobility assistance devices left in aisles are said to be a hazard to the dining staff and residents as they maneuver through the space. Additionally, the residents that stay in wheelchairs/ scooters take up more aisle space than the residents using dining chairs, who can pull up closer to the tables.



The mobility assistance device and coat storage room at the Masonic Village Clubhouse helps relieve crowding in the dining rooms by providing a place for residents to store their mobility assistance devices, keeping the aisles in the dining room clear.



Furniture

Square four-person tables are the most common type offered and are reportedly the most preferred by residents since people can easily hear conversations across the dining table. Family-style dining at a large, single table is common in private dining rooms that typically have less than twelve seats. In the private dining rooms serving more than twelve people, the table sizes vary just like in the main dining rooms.

Both rectangular and circular tables are available in the dining rooms, though the rectangular tables offer more flexibility since tables with a common dimension can be pushed together to create seating for a larger group. The adjustable height feature of the tables at some of the facilities also offers flexibility, but all of the administrators with tables including this feature said that they do not adjust their table heights. Accordingly, they feel that this feature was not worth the added expense.

Some administrators noted that the caster wheels on the front legs of their dining chairs assist residents to move in/out from the tables; and one administrator said that their two chairs without arms work well for their larger residents. However, providing chairs without arms is generally not recommended for a senior population, since arms on chairs allow older adults to brace themselves when getting in/out of a chair. A wider (bariatric) dining chair, with arms, would be a more appropriate specification.

POE findings: Tables

- The dining rooms provide square- and round-shaped two-person tables, four-person tables, five-person tables, and six-person tables. However, two-thirds of the tables provided are square four-person tables—regardless of the dining room's occupant type. The administrators we spoke with also indicated that the four-person tables are the most preferred by residents, since they can accommodate a larger group yet are small enough so people can hear conversations across the table.
- Tables range in size and shape: The two-person tables are all rectangular, but the sizes range from 2' to 3'-6" in width. Most of the four-person tables are rectangular, but some are round. The sizes of the rectangular four-person tables range from 2' to 4' in width. The sizes of the circular four-person tables range from 3'-6" to 5' in diameter. Two facilities offer five-person tables. At one of these facilities, the five-person tables are round and 4' in diameter. (The size and shape of the five-person tables at the other facility are unfortunately unknown because these tables were added at a later date and were not specified by Perkins Eastman.) Some of the six-person tables are rectangular, but most are round. The rectangular six-person tables are 6'-6" x 3'-6" in size. The circular six-person tables range in size from 4' to 5' in diameter.



One facility offers an eat-at bar in their skilled nursing country kitchen/dining room. However, the administrator that we interviewed informed us that the countertop is not used by residents (though it is used by staff).

Independent living

	2-Person Tables		4-Person Tables		5-Person Tables		6-Person Tables	
Facility	QTY	SIZE	QTY	SIZE	QTY	SIZE	QTY	SIZE
Asbury Heights	8	2'-6" x 2'-6"	4 15	3'-6" dia. 3'-4" x 3'-4"			7	4'-3" dia.
Masonic Village Clubhouse (4 dining rooms)	5	3′ x 3′	34	3'-4" x 3'-4"			8	4' dia.
North Aiken Avenue Apartments	5	3' x 3'	11	4' x 4'				
Silver Lake Commons	8	3'-2" x 3'	10	3'-4" x 3'-4"				
Wiggins Place (2 dining rooms)	4	3'-6" x 3'	1 14	5′ dia. 3′-6″ x 3′-6″	3	(unknown)		

Assisted living

	2-Perso	n Tables	4-Pe	rson Tables	5-Perso	n Tables	6-Perso	n Tables
Facility	QTY	SIZE	QTY	SIZE	QTY	SIZE	QTY	SIZE
Asbury Villas	7	3′ x 2′	12	3'-6" x 3'-6"				
Laurelbrooke Landing			2	4' dia.	4	47 alia:	1	E/ dia
(3 dining rooms)			4	3'-4" x 3'-4"	4	4 dia.	I	5 ala.
Presbyterian Village			3	4' x 4'				

Skilled nursing

	2-Perso	n Tables	4-Pe	rson Tables	5-Perso	n Tables	6-Pe	rson Tables
Facility	QTY	SIZE	QTY	SIZE	QTY	SIZE	QTY	SIZE
Childers Place (2 dining rooms)			8	3' x 2'				
Laurelbrooke Landing			6	3'-6″ dia.			1	5′ dia. 6′-6″ x 3′-6″
Presbyterian Village (3 dining rooms)	1	3' x 3'	9	3'-6" x 3'-6"			2	6'-6" x 3'-6"

Private dining

	2-Pe Ta	erson bles	4.	·Person Tables	6- T	Person ables	8-I To	Person ables	10-Р Та	erson bles
Facility	QTY	SIZE	QTY	SIZE	QTY	SIZE	QTY	SIZE	QTY	SIZE
Wiggins Place (IL)							1	7′-4″ x 3-8″		
Masonic Village Clubhouse (IL)			6	3'-4" x 3'-4"						
Asbury Heights (IL)			4	3'-6" dia.	5	4'-3" dia.				
Asbury Villas (AL)			3	(unknown)						
Laurelbrooke Landing (AL)									1	10′ x 3′-6″
Presbyterian Village (ALD)					1	7′-10″ x 3′-6″				
Childers Place (SN)	4	$3' \times 2'$								

- The tables in private dining rooms vary greatly, from the provision of several two-person tables to one large ten-person table. One facility, Childers Place, which uses their private dining room primarily for residents who need assistance eating, provides two-person tables that are 2' x 3' in size. Two of the private dining rooms seat more than ten people (24 to 46 seats); and offer mostly four-person tables (3'-4" x 3'-4" rectangular tables and round tables that are 3'-6" in diameter) and some six-person tables (round tables that are 4'-3" in diameter), similar to the main dining rooms. The remaining private dining rooms are family-style, seating six to ten people around a single large table. The sizes of these large tables range from 3'-6" to 3'-8" in width and 7'-4" to 10' in length.
- Seven dining rooms offer tables with adjustable heights. However, the
 administrators at all seven of these facilities said that they do not adjust
 the height of their tables. Only one facility noted that, though they have
 yet to use the adjustability feature, they do think it is a good investment
 for the future. The remaining six facilities said that the ability to adjust
 the height of the tables is not needed. They feel that this feature was
 not worth the additional cost.
- The adjustable glides on the feet of the Shelby Williams brand "BEWE" tables at North Aiken Avenue Apartments are appreciated, since each leg can be adjusted to make the table level—without having to flip the table over. The adjustable glides on the Shelby Williams brand "WEBN" tables at Silver Lake Commons, however, reportedly have fallen off and get lost—resulting in wobbly tables and damaged flooring.
- There have not been any issues with tables from the Berco brand, the KI brand, the American of Martinsville brand, or the Space Tables brand. Out of the multiple locations where Shelby Williams brand tables were specified by Perkins Eastman, Silver Lake Commons was the only facility that reported having issues with the tables (i.e. the lost adjustable glides). Though, the Shelby Williams brand "BEWE" tables used at North Aiken Avenue Apartments were also said to have sharp corners.

POE findings: Chairs

Brand	Model	Location Used	Move Easily Across the Floor	Easy to Get In/Out Of	Appropriately Scaled	Appropriately Sized for Larger Residents
Grand Manor	701002ACAS	Wiggins Place (IL)	~	~	~	~
ISA	Gibson Arm 380	Childers Place (SN)	×	~	~	~
Loewenstein	Vitello	Asbury Heights (IL)	×	×	~	v
	4005-AFB	Silver Lake Commons (IL)	~	~	~	~
Shallow		Silver Lake Commons (IL)	~	~	~	~
Williams	4007-AFB	Presbyterian Village (SN and ALD)	~	~	~	~
	G-1535	Asbury Villas (AL)	~	~	~	~
	T100C6	Laurelbrooke Landing (SN)	~	(no feedback provided)	(no feedback provided)	~
Thonet	T100C7	Laurelbrooke Landing (AL and ALD)	×	(no feedback provided)	(no feedback provided)	(no feedback provided)

Administrators provided feedback on eight types of chairs:

- Four styles of chairs received positive feedback on all four aspects that we asked about (i.e. easy to move across the floor, easy to get in/out of, appropriately scaled to the space they are in, and appropriately sized for larger residents): Grand Manor brand, model 701002ACAS (used at Wiggins Place); and Shelby Williams brand, models 4005-AFB (used at Silver Lake Commons), 4007-AFB (used at Silver Lake Commons and Presbyterian Village), and G-1535 (used at Asbury Villas).
- In terms of chairs moving across the floors and residents' ability to get in/out of the dining chairs, three administrators noted that the caster wheels on the front legs of their dining chairs assist residents in moving chairs.
- The ISA brand, model Gibson Arm 380 chairs reportedly move "noisily" across the floor.
- Thonet brand, model T100C7 chairs are said to damage the floors in the dining rooms since the chair glides have a tendency to break, causing the chairs to rip up the flooring as residents move in/out from the tables.
- One facility, whose brand and model of chairs is unfortunately unknown, noted that they would have preferred nylon glides (as opposed to the metal glides) to prevent scuffing their resilient flooring as residents move their chairs in/out from the tables.

- One administrator said that they have two chairs that do not have arms; and that these chairs work well for their larger residents. However, providing chairs without arms is generally not recommended for a senior population, since arms on chairs allow older adults to brace themselves when getting in/out of a chair. A wider (bariatric) chair, with arms, would be a more appropriate specification.
- The administrator at Laurelbrooke Landing said that they would have preferred the chairs in the skilled nursing dining room to be upholstered with vinyl instead of the Crypton fabric that was used, since the vinyl used on the chairs in the assisted living dining rooms reportedly is easier to wipe clean.
- The chair cushions on the Loewenstein brand, Vitello model (used at Asbury Heights) reportedly feel worn out.
- Childers Place has had some issues with their chairs: Two of the ISA brand, model Gibson Arm 380 chairs have broken in the same spot (the back side of the right arm).



The views expressed on this page are those of the participants, not Perkins Eastman.



Materials

Administrators spoke about their experiences with three types of flooring: carpeting, tile, and resilient flooring. Two administrators noted that they would have preferred more durable and a darker color of carpeting where foot traffic is heaviest (e.g. around the buffet tables). Of those that have resilient flooring, half said that they like the material. The other half find that the resilient flooring scuffs easily and is difficult to maintain, requiring special equipment/cleaners. Perkins Eastman interior designers, accordingly, now recommend specifying resilient flooring that requires minimal special maintenance.

Administrators described their experiences with three types of wall finishes: paint, wall covering, and glass mosaic tile. For the most part, the different wall finishes seem to be wearing well. One facility, however, noted that they cannot scrub clean their matte finish painted walls. At a minimum, an eggshell finish for paint should be specified. If the walls will be subject to wet or messy activities, specifying an easy-to-clean material (such as semi-gloss or scrubbable paint, tile, or wall covering) is recommended.

All of the dining rooms have ceilings composed of acoustic ceiling tiles and painted gypsum wall board. There were no reported problems with any of the ceilings.

All of the dining rooms have doors and windows finished with either paint or a wood stain. There were no issues with the finishes. However, three sites noted damage to doors from mobility assistance devices. Two of these facilities said that they would have liked kick plates on the doors to prevent damage. One facility noted that the metal mini blinds on the doors get damaged near the lever handles.

POE findings: Carpeting

Of the six facilities with carpeting, three brands were used: Masland, Lees Carpet, and Durkan. The Masland carpet (used at Laurelbrooke Landing) reportedly has had no problems, though the administrator did note that they would have preferred a darker color of carpeting where foot traffic is heaviest (e.g. around the buffet table). The Lees Carpet used at Presbyterian Village was said to be durable. The Durkan brand was by far the most often specified carpeting, used at four sites (Asbury Villas and Asbury Heights, Wiggins Place, and the Masonic Village Clubhouse). In all cases, the Durkan brand carpeting was described as being a good choice. The facilities have had no problems; and feel that the Durkan brand carpeting is durable and cleans easily.

Brand	Pattern	Location Used	Feedback	
Masland	Custom 1025	Laurelbrooke Landing (AL)	no problems with the carpeting, though darker carpeting in the	
Custom 0935			been preferred	
Lees Carpet	Strike Off T-19019-TB	Presbyterian Village (SN)	durable	
	Pattern D2568 100% spun Durkron type 6.6 nylon		no problems; Durkan brand carpet-	
	Pattern S6080	Asbury Villas (AL)	ing seems to be a good choice	
	Match color 4O7 Cherries Jubilee			
	D-5147 Lodgeweave			
	D-5079 Lodgeweave	Asbury Heights (II.)	no problems	
Durkan	D-5158 Lodgeweave with 3″x6″design border	7.555.1 (10.9115 (12)		
	CYP 42 40013 Field, 40015 Border	Wiggins Place (IL)	carpeting has been good: has held up well and is easy to maintain, though is more worn at the high traf- fic/frequently cleaned area by the buffet	
	Custom Logo Rug			
	Leaf Pattern 12″ border	Masonic Village Clubhouse (IL)	carpeting is cleaned every three months and stains come out easily	
	Leaf Pattern 10″ border			

POE findings: Tile

Of the three facilities with tile floors, two brands were noted (and one unfortunately was not): Dal Tile and American Olean. Neither facility where the brand of tile is known provided feedback, but the other facility with the unspecified brand of porcelain tile said that they have had no problems.

Brand	Pattern	Location Used	Feedback
Dal Tile	Quarry Tile OT01 Diablo Red	North Aiken Avenue Apartments (IL)	(no feedback provided)
American Olean	Ceramic Tile Mosaic Maize, Cinnabar, & Olive	Masonic Village Clubhouse (IL)	(no feedback provided)
(unknown)	Porcelain tile	Asbury Heights (IL): Buffet Dining	no problems

POE findings: Resilient flooring

Of the seven sites with resilient flooring, two brands were used: Toli International (used at Laurelbrooke Landing, Silver Lake Commons, Presbyterian Village, and North Aiken Avenue Apartments) and Mannington (used at Childers Place). Half of the sites with resilient flooring said that they like the material. It is reportedly durable and attractive. The other half of the sites find the floors difficult to maintain, requiring special equipment/cleaners and the floors are said to scuff easily, making them look worn out.

Brand	Model	Location Used	Feedback	
	Wood grain vinyl sheet flooring Mature 771	Laurelbrooke Landing (SN)	had to buy additional equipment to clean the Toli brand flooring; must be maintained properly	
	_	Laurelbrooke Landing (AL)	(no feedback provided)	
	Lightwood 7262 4" plank width		Toli brand wood-look flooring has been difficult to maintain. We had trouble finding the right product; and the wrong products made the floor look dull and worn-out. It looks good, though, when stripped and re-waxed.	
Toli International	Style F Diamond Border - 1191 White Sycamore - 7263 Maple - 7281 Cherry Wood	Silver Lake Commons (IL)		
	Matura Marala #772	Presbyterian Village (SN)	durable	
		Presbyterian Village (ALD)	very durable	
	Lightwood #7262 and #7283	North Aiken Avenue Apartments (IL)	Toli brand floors are easily scuffed— only look good right after cleaning	
Mannington	Realities: Maple Grove Teak #5623	Childers Place (SN)	very satisfied; wood-look flooring "warms up" the space	

POE findings: Base trim

Twelve sites listed the type of base trim used in their dining rooms. Painted wood base, stained wood base, and vinyl base trim was each used at four sites. Only one facility noted an issue with the trim: The stained woodwork in the Masonic Village Clubhouse Sunroom Dining Room has faded.

Туре	Brand	Color	Color Location Used	
		(unknown)	Laurelbrooke Landing (AL)	(no feedback provided)
		PPG Sand Fossil	Asbury Villas (AL)	(no feedback provided)
Painted wood		ICI 665 Crewelwork	Presbyterian Village (ALD)	(no feedback provided)
base		Benjamin Moore America's Heartland #197	Benjamin Moore America's Heartland #197 North Aiken Avenue Apartments (IL)	
		(unknown)	Asbury Heights (IL)	(no feedback provided)
		(unknown)	(unknown) Silver Lake Commons (IL)	
Stained wood		(unknown)	Wiggins Place (IL)	(no feedback provided)
base		(unknown)	Masonic Village Clubhouse (IL)	woodwork around the windows in the Sunroom Dining Room has faded
	Poppo	P179 Eggshell	Prochutorian Villago (SNI)	(no foodback provided)
	корре	P184 Almond	riesbylendir vilidge (314)	
Vinyl base	lasonito		Laurelbrooke Landing (SN)	(no feedback provided)
	Jusonne	07 Cluy	Laurelbrooke Landing (AL)	(no feedback provided)
	Jasonite	custom color to match ICI Paint color 642, Prairie House	Childers Place (SN)	(no feedback provided)

POE findings: Doors and windows

- All of the dining rooms have doors and windows finished with either paint (seven sites) or a wood stain (four sites). One facility has both painted and stained wood doors and windows.
- Three sites noted damage to doors, particularly from mobility assistance devices. Administrators at two of these facilities said that they would have appreciated kick plates on the doors to prevent damage.
- One facility noted that the metal mini blinds on the doors get damaged near the lever door handles.

POE findings: Ceilings

All of the dining rooms have ceilings composed of acoustic ceiling tiles and painted gypsum wall board. There were no reported problems with any of the ceilings.



POE findings: Painted walls

Administrators provided feedback on three types of wall finishes: paint, wall covering, and glass mosaic tile. Six sites have painted walls; with two known brands of paint: ICI and Benjamin Moore. For the most part, the paint seems to be wearing well. One facility, however, noted that their matte paint cannot handle scrubbing.

Brand	Color	Location Used	Feedback	
	(unknown)	Laurelbrooke Landing (AL)	no problems	
(unknown)	(unknown)	Laurelbrooke Landing (ALD)	no problems	
	(unknown)	Laurelbrooke Landing (SN)	matte paint does not handle scrubbing well	
	Concord Ivory #HC-12	Silver John Commons (III)		
	Wethersfield Moss #HC-110	Sliver Lake Commons (IL)	no problems	
Benjamin Moore	Vellum #207			
	Water's Edge #1635	North Aiken Avenue Apartments (II.)		
	America's Heartland #197			
ICI	Ochre Tan #366	Prochutorian Villago (ALD)	maintaining very well; very	
	Crewelwork #665	rresbylendn villdge (ALD)	durable	

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POE findings: Wall covering

Six sites have wall covering. The known brands of wall covering used include: MDC, F. Schumacher & Co., Command, Genon, DL Couch, and York Contract. None of the facilities described any issues with their wall covering.

Brand	Color	Location Used	Feedback	
	Silk Tapestry MYH7092	Presbyterian Village (ALD)	maintaining very well; very durable	
MDC Antique Porcelain Clay BBAN12/4	Antique Porcelain Clay Bolta Contract 3 BBAN12/4756	Wiggins Place (IL)	no problems	
	Gramercy Algrante Arabesco Scroll 682435 Rust on Yellow	Masonic Village	(no feedback	
F. Schumacher & Co.	VWC-09 521898	Clubhouse (IL)	provided)	
	Camel VWC-10/11			
Command	Jungle Tapestry VWC-01	Presbyterian	no problems	
Genon	Grape Vine AS4077	Village (SN)		
	Vertical Linen AS4049			
DL Couch Bloomsbury AV1-162 Flaxen Happy Trail ZY1756	Versa Bloomsbury AV1-162 Flaxen	Asbury Villas (AL)	no problems	
	Happy Trail ZY1756			
York Contract	Stitch Stripe ZY1817	Asbury Heights (II.)	no problems	
	(unknown)			

POE findings: Glass mosaic tile

One site has glass mosaic tiles; and has had no problems. Unfortunately, the brand is not known.

Brand	Color	Location Used	Feedback
(unknown)	(unknown)	Asbury Heights (IL)	no problems

Lighting

In addition to creating an artistic expression or establishing a particular ambience, the lighting in a dining room also needs to be practical—especially for an older population who may need or want a little more light to maneuver through the room, see what's on their plate, or to just read a menu. IESNA standards state that the artificial lighting in restaurants (i.e. for the general population in dining rooms and buffet areas) should have a maintained average illuminance at working level of 100 lux (or 9.29 foot candles), measured at 0.8 meters.⁵ However, other sources recommend up to 20 foot candles.⁶

The lighting should also be functional in terms of maintenance: Though not practiced 5+ years ago when most of the evaluated dining rooms were designed, today, the Perkins Eastman interiors group typically specifies light fixtures that use compact fluorescent bulbs. These bulbs use 75% less energy and last approximately ten times longer than traditional incandescent bulbs⁷—a particularly helpful feature for hard-to-reach light fixtures, like chandeliers. The bulbs do not need to be replaced as often, result in cost savings, and promote ecological sustainability.

Like any other common space, daylighting is also important in dining rooms. Well-liked by residents, staff, and visitors, natural light not only adds to the atmosphere of a space, but can also allow for less reliance on artificial lighting during daytime hours (resulting in cost savings and promoting ecological sustainability).

Considerations for daylighting should include:8

- Keeping the building narrow to allow access to windows and views;
- Increasing perimeter daylight zones by extending the perimeter footprint to maximize the usable daylighting area;
- Allowing daylight penetration high in a space, with windows located high in a wall or in roof monitors and clerestories to result in deeper light penetration and reduce the likelihood of excessive brightness;
- Reflecting daylight within a space to increase room brightness by way
 of a light shelf to increase room brightness while decreasing window
 brightness and direct glare;
- Avoiding direct beam daylight on critical visual tasks (since poor visibility and discomfort will result if excessive brightness differences occur in the vicinity of critical visual tasks);
- Reducing glare by filtering daylight with vegetation, curtains, louvers, etc. that will also help distribute light;
- Sharing daylight through glazed interior walls;



Light shelves



⁵ Retrieved March 31, 2010, from http://www.wbdg.org/pdfs/usace_lightinglevels.pdf.

⁶ Retrieved March 31, 2010, from <http://www.mobern.com/products/IES.pdf>.

 ⁷ Retrieved March 31, 2010, from ">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.energystar.gov/index.cfm?fuseaction=find_a_product.showProductGroup&pgw_code=LB>">http://www.wbdg.org/resources/daylighting.php?r=promote_health>

and <http://www.wbdg.org/design/promote_health.php>.



- Integrating daylighting with the electric lighting system (e.g. providing dimming controls that continuously adjust lighting levels to respond to daylight conditions);
- Understanding that different building orientations will benefit from different daylighting strategies (e.g. light shelves which are effective on south-facing façades are often ineffective on the east or west elevations of buildings); and
- If necessary, seek the advice of a lighting consultant and/or use a daylighting analysis tool to help guide the design process.

POE findings: Lighting

- Six sites in four facilities (Laurelbrooke Landing, Presbyterian Village, Asbury Villas, and the Masonic Village Clubhouse) said that both their natural and artificial lighting is good.
- Five facilities noted issues with their lighting. North Aiken Avenue Apartments and Silver Lake Commons both said that their dining rooms are too dim. Childers Place said that they would like more natural light—that they had expected more light to filter in from the adjacent community room. Wiggins Place is experiencing glare and sunlight that is too bright in the afternoons; and their window treatments reportedly do not cover the entire window, only half. Asbury Heights mentioned that, during the day, the mesh shades let in too much light in a space full of windows; and at night, the dining room is too dim (though they did not implement the lighting design called for by the renovation plans).
- One facility noted that they would have liked lighting fixtures that can accommodate longer-lasting bulbs, particularly for the hard to reach fixtures (i.e. their chandeliers). Currently, the Perkins Eastman interiors group typically specifies light fixtures that use compact fluorescent bulbs, but this practice was not standard five+ years ago when some of the dining rooms in the study were designed.



The country kitchen pictured above uses natural light from exterior windows and residential finishes, materials, and details to make the room feel home-like (as opposed to the kitchen pictured to the right).



Acoustics

During the typical dining rush, sound levels in restaurants reach 80 decibels on average—the equivalent of running a garbage disposal.⁹ Though the acoustics of a dining room should relate to the type of environment (e.g. "lively" restaurants tend to be louder than more intimate dining experiences), these noise levels can make the dining experience uncomfortable and frustrating for anyone, but especially for older adults with difficulties hearing.

To attenuate noise in dining rooms:

- Choose materials that absorb sound, as opposed to those that reflect noise. Rooms comprised primarily of hard surfaces (e.g. a café-style dining room) will be louder than dining rooms incorporating softer materials like carpeting, plush curtains, etc. Keep in mind, however, that carpet is only about 20-35% absorptive, so even if the dining room is carpeted, ceiling and/or wall treatments may still be necessary. Likewise, though acoustical wall treatments may be used, most noise is attenuated through the ceiling treatment.¹⁰
- Consider how the architectural features of the space might affect the acoustics. For instance, a domed ceiling may reflect sound back down on diners; and one large room with many diners would likely be louder than if the space is broken down into multiple, smaller areas.
- Organize dining program spaces to minimize unwanted noise:
 - For example, don't locate the noisier waiting area or bar near the intimate dining area.
 - Keep in mind that HVAC equipment, bathrooms, the kitchen, buffet lines, beverage stations, plates being scraped, etc. produce a lot of noise. Screening these spaces can deflect noise, but won't stop it. Try to isolate these spaces/activities to minimize noise transmission into the dining area.
 - Construct walls to minimize noise transmission. Since most sound is transferred through cracks and other air spaces, walls between areas like the kitchen and dining room should be solid and tight to the underside of the floor above.
 - If you want to include a noisy space that is open to the dining room (e.g. a display kitchen), consider special acoustic treatments.
 - Also consider the adjacency to other program areas. For instance, opening onto an outdoor patio may be nice, but not if there is a lot of noise from a nearby street.
- If necessary, seek the advice of an acoustics consultant.

⁹ Hoke, J. R., & Bassler, B. (Eds.). (2000). Architectural Graphic Standards (Student ed.). New York: John Wiley & Sons, Inc. Page 54.

¹⁰ Retrieved March 31, 2010, from <http://www.acoustics.com/restaurant.asp>.

POE findings: Acoustics

- Four sites (Childers Place, Asbury Villas, Laurelbrooke Landing's assisted living dining room, and Presbyterian Village) said that the acoustics in their dining rooms is fine.
- Four other sites, however, reported acoustical issues. Laurelbrooke Landing's skilled nursing dining room is reportedly comprised of hard surfaces, resulting in minimal sound attenuation. Asbury Heights is said to be noisy due to the buffet lines, kitchen noise, beverage machines, and plates being scraped in the dining room (as opposed to in the kitchen or at a wait station). Silver Lake Commons finds that there is an insufficient acoustic buffer between the commercial kitchen and dining space; whereas at the Masonic Village Clubhouse, they appreciate the wait station that provides a buffer between the kitchen and dining room. However, even with the wait station buffer, Masonic Village Clubhouse still finds their dining room to be noisy—though the administrator believes that this is simply due to the large number of people dining in one space.



Noise can be a problem in dining rooms that have an insufficient acoustic buffer between the commercial kitchen and dining space.

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- From Asbury Heights/Villas: Debbie S.
- From Childers Place: Tyler Kendall, Director of Health Services
- From Laurelbrooke Landing: Judie Wohnsiedler, Executive Director
- From Masonic Village Clubhouse: Brian Duffy, Dining Services Director
- From North Aiken Avenue Apartments: Maria Farris, Community Manager
- From Presbyterian Village: Deen Arnold, Resident Care Coordinator
- From Silver Lake Commons: Denise Thompson and Danielle Simons
- From Wiggins Place: Paul Lieber, Director/Property Manager

Appendix A: Project Descriptions



Asbury Heights | Asbury Villas

Location:	700 Bower Hill Road Pittsburgh, PA 15243
Owner:	United Methodist Services for the Aging

A Dining room

(
Resident type	assisted living			
Area	1,155 NSF	1,155 NSF		
Number of seats	56			
Area per person	21 SF/person			
Table distribution	Specified:	four 3' x 2' tables (each seats two); twelve 3'-6" x 3'-6" tables (each seats four)		
	Added:	three 2-person tables		
Other furnishings	(none)			

B Private dining

-			
Resident type	assisted living		
Area	415 NSF		
Number of seats	8		
Area per person	52 SF/person		
Table distribution	Specified:	one 10' x 4' table (seats eight)	
	Added:	The one large table has been replaced by three 4-person tables	
Other furnishings	(none)		

C Private dining

Resident type	independent living		
Area	685 NSF		
Number of seats	46		
Area per person	15 SF/person		
Table distribution	Specified:	four 3'-6" round tables (each seats four); five 4'-3" round tables (each seats six)	
	Added:	(none)	
Other furnishings	one large cabinet		

D Main dining

Resident type	independent living		
Area	2,510 NSF	2,510 NSF	
Number of seats	134		
Area per person	23 SF/person		
Table distribution	Specified:	eight 2'-6" x 2'-6" tables (each seats two); four 3'-6" round tables (each seats four); fifteen 3'-4" x 3'-4" tables (each seats four); seven 4'-3" round tables (each seats six)	
	Added:	(none)	
Other furnishings	two large buffets, three large cabinets, two small cabinets		



Asbury Heights | Asbury Villas

Childers Place

Location:	6600 Killgore Amarillo, Texas 79106
Owner:	Mary E. Bivins Foundation

A Group activity area

Resident type	skilled nursing		
Area	495 NSF		
Number of seats	16		
Area per person	31 SF/person		
Table distribution	Specified: four 3' x 2' tables (each seats four)		
	Added: (none)		
Other furnishings	one cabinet		

B Private dining

-			
Resident type	skilled nursing		
Area	225 NSF		
Number of seats	5		
Area per person	45 SF/person		
Table distribution	Specified:	two 3' x 2' tables (one seats two; one seats three)	
	Added:	two extra tables and four extra chairs have been added to the private dining room	
Other furnishings	two chairs, one cabinet		

C Formal dining room

Resident type	skilled nursing		
Area	550 NSF		
Number of seats	16		
Area per person	34 SF/person		
Table distribution	Specified: four 3' x 2' tables (each seats four)		
	Added: (none)		
Other furnishings	one cabinet		





North Aiken Avenue Apartments

Location:	5530 North Aiken Court Pittsburgh, Pennsylvania 15206
Owner:	Affirmative Investments

A Main dining room

Resident type	independent living		
Area	1,200 NSF (not including a 190 NSF serving station)		
Number of seats	54		
Area per person	22 SF/person		
Table distribution	Specified:	five 3' x 3' tables (each seats two); eleven 4' x 4' tables (each seats four)	
	Added:	(none)	
Other furnishings	(none)		



North Aiken Avenue Apartments

Laurelbrooke Landing

Location:	133 Laurelbrooke Drive Brookville, PA 15825
Owner:	WRC Senior Services

A Dining room

Resident type	skilled nursing	
Area	715 NSF	
Number of seats	34	
Area per person	21 SF/person	
Table distribution	Specified:	four 3'-6" round tables (each seats four); one 5' round table (seats six); two 6'-6" x 3'-6" tables (each seats six)
	Added:	Three 4-person square tables were added to the lounge area. However, it was perceived to be too crowded, so they then took some tables out (one large rectangle and one small round removed); and removed the bakers racks since people were bumping into them as they maneuvered around the dining room.
Other furnishings	(none)	

B Private dining

Resident type	assisted living		
Area	200 NSF		
Number of seats	10		
Area per person	20 SF/person		
Table distribution	Specified: one 10' x 3'-6" table (seats ten)		
	Added: (none)		
Other furnishings	two cabinets, two plants		

C Dining room

Resident type	assisted living	
Area	510 NSF	
Number of seats	30	
Area per person	17 SF/person	
Table distribution	Specified:	two 4' round tables (each seats four); one 5' round table (seats six); four 3'-4" x 3'-4" tables (each seats four)
	Added:	(none)
Other furnishings	(none)	

D Dining room

Resident type	assisted living – dementia		
Area	200 NSF		
Number of seats	10		
Area per person	20 SF/person		
Table distribution	Specified:	two 4' round tables (each seats five)	
	Added:	(none)	
Other furnishings	(none)		

E Dining room

Resident type	assisted living – dementia		
Area	205 NSF		
Number of seats	10		
Area per person	21 SF/person		
Table distribution	Specified: two 4' round tables (each seats five)		
	Added: (none)		
Other furnishings	one cabinet		







1″ = 20′ Laurelbrooke Landing

Masonic Village Clubhouse

Location:	1190 Merriman Road Sewickley, Pennsylvania 15143
Owner:	Masonic Homes of Pennsylvania

A Sunroom dining

	-	
Resident type	independent living	
Area	360 NSF	
Number of seats	16	
Area per person	23 SF/person	
Table distribution	Specified:	four 3'-4" x 3'-4" tables (each seats four)
	Added:	(none)
Other furnishings	(none)	

B Main dining

Resident type	independent living	
Area	1,780 NSF	
Number of seats	100	
Area per person	18 SF/person	
Table distribution	Specified:	fifteen 3'-4" x 3'-4" tables (each seats four); eight 4' round tables (each seats five—Note: five-person tables are now being used to seat six people
	Added:	(none)
Other furnishings	two cabinets	5

C Terrace dining

Resident type	independent living	
Area	445 NSF	
Number of seats	24	
Area per person	19 SF/person	
Table distribution	Specified:	six 3'-4" x 3'-4" tables (each seats four)
	Added:	(none)
Other furnishings	(none)	

D Private dining

Resident type	independent living	
Area	570 NSF	
Number of seats	24	
Area per person	24 SF/person	
Table distribution	Specified: six 3'-4" x 3'-4" tables (each seats four)	
	Added: (none)	
Other furnishings	one cabinet	

E Grill room

Resident type	independent living	
Area	840 NSF	
Number of seats	46	
Area per person	18 SF/person	
Table distribution	Specified: five 3' x 3' tables (each seats two); nine 3'-4" x 3'-4" tables (each seats four)	
	Added: (none)	
Other furnishings	three cabinets	



1″ = 20′ Masonic Village Clubhouse

Presbyterian Village

Location:	2000 East-West Corridor Austell, GA 30106

Owner: Presbyterian Homes of Georgia

A Dining room

Resident type	assisted living		
Area	440 NSF		
Number of seats	12		
Area per person	37 SF/person		
Table distribution	Specified: three 4' x 4' tables (each seats four)		
	Added: (none)		
Other furnishings	(part of a lounge space)		

B Private dining

Resident type	assisted living		
Area	360 NSF		
Number of seats	6		
Area per person	60 SF/person		
Table distribution	Specified: one 7'-10" x 3'-6" table (seats six)		
	Added: (none)		
Other furnishings	two chairs, one hutch, two plants		

C Dining room

Resident type	skilled nursing		
Area	500 NSF		
Number of seats	14		
Area per person	36 SF/person		
Table distribution	Specified:	two 6'-6" x 3'-6" tables (each seats four); one 6'-6" x 3'-6" table (seats six)	
	Added:	(none)	
Other furnishings	(none)		

D Dining room

Resident type	skilled nursing		
Area	450 NSF		
Number of seats	16		
Area per person	28 SF/person		
Table distribution	Specified:	four 3'-6" x 3'-6" tables (each seats four)	
	Added:	(none)	
Other furnishings	(none)		

E Dining room

Resident type	skilled nursing		
Area	530 NSF		
Number of seats	20		
Area per person	27 SF/person		
Table distribution	Specified:	four 3'-6" x 3'-6" tables (one seats three and three seats four each); one 6'-6" x 3'-6" table (seats six); countertop seating (not used by residents, but is by staff)	
	Added:	(none)	
Other furnishings	(none)		





Presbyterian Village

Wiggins Place

Location:	27100 Cedar Road Beachwood, Ohio 44122

Owner: Menorah Park Center for Senior Living

A Private dining

Resident type	independent living		
Area	200 NSF		
Number of seats	8		
Area per person	26 SF/person		
Table distribution	Specified: one 7'-4" x 3-8" table (seats eight)		
	Added: (none)		
Other furnishings	one cabinet		

B Dining room

-			
Resident type	independent living		
Area	1,145 NSF		
Number of seats	44		
Area per person	26 SF/person		
Table distribution	Specified:	four 3'-6" x 3' tables (each seats two); one 5' round table (seats four); eight 3'-6" x 3'-6" tables (each seats four)	
	Added:	three 4-person tables were removed and replaced with three 5-person tables	
Other furnishings	one cabinet		

C Terrace dining

Resident type	independent living		
Area	820 NSF		
Number of seats	36		
Area per person	23 SF/person		
Table distribution	Specified:	nine 3'-6" x 3'-6" tables (each seats four)	
	Added:	(none)	
Other furnishings	(none)		




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Silver Lake Commons

Location:	
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6935 Frankstown Ave Pittsburgh, PA 15208

Owner: Presbyterian SeniorCare, SeniorCare Network

A Dining room

Resident type	independent living		
Area	1,120 NSF		
Number of seats	56		
Area per person	20 SF/perso	on	
Table distribution	Specified:	eight 3'-2" x 3' tables (each seats two); ten 3'-4" x 3'-4" tables (each seats four)	
	Added:	(none)	
Other furnishings	(none)		





Appendix B: Interview Guide



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Perkins Eastman Research Collaborative Dining Questionnaire [Sample]

Perkins Eastman interviewer:	 	
Contact name:	 	
Contact phone number:	 	
Position:		

General Questions:

- The dining room was designed for a <u>(IL / AL / SN)</u> population. Is it still being used for the same population?
- Overall, what works well in the dining room?
- Overall, what does not work well in the dining room?
- Overall, is the dining room too crowded/cramped?
 - ___YES ___NO
 - If yes, is there anything in particular that stands out as the cause of this insufficiency?

Renovations:

- Have there been any renovations to the dining room space that we are not aware of?
 __YES ___NO
 - If yes, explain the scope of work, when it was performed, and why:

Occupancy:

- Please confirm this is the number of seats you currently have in your dining room.
- How many of these seats are actually filled at each sitting?

Floor Finish:

	Floor 1	Floor 2	Floor 3	Base
Dining				

- Have there been any issues with the flooring and/or baseboards regarding:
 - Normal wear and tear? (e.g. durability, chipping)
 - Appearance? (e.g. discoloration, fading)
 - Maintenance? (e.g. staining, scuffs, scratches)

Wall Finish:

	Upper	Lower	Trim
Dining			

- Have there been any issues with the wall finishes regarding:
 - Normal wear and tear? (e.g. durability, chipping)
 - Appearance? (e.g. discoloration, fading)
 - Maintenance? (e.g. staining, scuffs, scratches)

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Ceiling:

- Have there been any issues with the ceiling regarding:
 - Normal wear and tear? (e.g. durability, chipping)
 - Appearance? (e.g. discoloration, fading)
 - Maintenance? (e.g. staining, scuffs, scratches)

Doors/Windows:

	Door	Frame	Trim
Finish			

- Have there been any issues with the finishes on the doors/windows regarding:
 - Normal wear and tear? (e.g. durability, chipping)
 - Appearance? (e.g. discoloration, fading)
 - Maintenance? (e.g. staining, scuffs, scratches)

Dining Tables:

	Brand	Model	Size	Description
Table				

- You chose to use adjustable height tables in your dining room. Looking back, was this worth the investment? (i.e.: Is the function being used?)
 - If the function is used, how often are adjustments made?
 - In general, do the residents seem to prefer a specific table height?
 __YES ___NO

If yes, please specify the height.

- You chose not to use adjustable tables in the dining room. Has the fixed table height been an issue? (i.e.: Do you wish you had made the investment?)
- Do the residents seem to prefer a specific table seating? (e.g. two people/table, five people/table, etc.)
- Have there been any issues with table size? (e.g. not enough surface area per person, or insufficient to
 accommodate residents and assistants)

Chair Functionability:

-	
Chair	

- In general, have you received any complaints regarding the dining chairs?
- Do the chairs move easily across the flooring?
- Are the chairs easy for the residents to get into and out of?
- Does the scale of the chairs seem too large for the space?
- Are the chairs wide enough for the larger residents?

Extra Furniture Units (Specified by Perkins Eastman):

- Has any furniture that was specified by Perkins Eastman been removed? __YES __NO
 - If yes, describe which pieces and why:

Additional Furniture Units (NOT Specified by Perkins Eastman):

• Has any furniture, not specified by Perkins Eastman, been brought into the space? (e.g. a coffee station, serving station, decorations, dish carts, trash cans, etc.)

__YES ___NO

• If yes, describe the pieces (indicating size) and the need for them:

Wait Station:

- Is this space a valuable asset to the smooth running of the Kitchen? Explain:
- Is it sufficiently sized and equipped? Explain:
- Do you wish you had a wait station? Explain:

Lighting Choices:

• Are you satisfied with the lighting in the space? (i.e.: artificial vs. natural lighting, glare control, etc.) (Consider different times of day and different seasons)

Storage:

• Is this space currently being used for walker/wheelchair storage?

__YES __NO

- If yes, is it sufficient in size and convenient in location?
- If not, explain the reasoning. Where are these items stored instead?
- Our design plans show that you do not have any space designated for wheelchair/walker storage: Where are these items kept while residents dine? (Note whether this is a problem.)

Private Dining:

- Have there been any issues with the Private Dining Room regarding:
- Overall functionability?
- Size?
- Location?

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