

Installation Services Case Study:

Pine Rest Christian Mental Health Services



Project Name	Pine Rest Christian Mental Health Services
Project Location	Grand Rapids, Mich.
Building Type	Behavioral Health Care
Project Size	Installation of 188 pieces of furniture
Project Team	Pine Rest Christian Mental Health Services Norix Group, Inc.
Product List	Attenda® Series Forté™ Series Seating and Tables

CASE STUDY

DESCRIPTION

Pine Rest Christian Mental Health Services is a full-service behavioral healthcare facility located in Grand Rapids, Mich., that offers addiction treatment services, community outreach programs, forensic psychiatric and psychological services, and other mental health assistance. The mission of the facility is to “express the healing ministry of Jesus Christ by providing behavioral health services with professional excellence, Christian integrity, and compassion,” according to its website.

Pine Rest decided to completely renovate one of its inpatient units for acute patients and implement a purposeful design that was evidence-based. When it came time to purchase furniture for the facility, Pine Rest chose Norix Furniture’s Attenda® Series Patient Room Furniture, and Forté™ Series Seating and Tables.

To ensure that the space was aesthetically pleasing and therapeutic, Pine Rest picked colors from Norix Furniture’s Naturals Collection color palette, which was custom designed for healing-environment settings. Additionally, Pine Rest worked with a local health-care art consultant who worked with the Naturals Collection to select art that complemented the furniture.



INSTALLATION SERVICES

To ensure the furniture was properly placed in the facility, Pine Rest purchased Norix Furniture’s Factory Installation Services. Available to all customers, these services include, but are not limited to:

- Preparing a detailed scope-of-work document
- Project scheduling and coordination
- Coordinating shipping and delivery
- Meeting the delivery truck, offloading and staging the furniture
- Distributing the furniture throughout the facility
- Un-installing and removing of previous furniture, if requested
- Assembling the furniture to specifications
- Installing all tamper-resistant mounting hardware provided
- Anchoring furniture to walls and floors
- Removing all packing materials and debris
- Caulking and filling gaps with security caulk, if requested
- Conducting a walk-through with a facility representative to obtain final sign-off

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A Norix Factory Installation reinforces the 5-year limited replacement warranty on the furniture itself. Norix products may require assembly of furniture components on-site, floor or wall anchoring, or the application of security caulk. Specialized anchoring hardware is required. An improper or incomplete installation by others involving these tasks may void the product warranty.

A Norix Factory installation ensures the products will perform their intended function, as covered by the limited product warranty. In this regard, factory installation, and the warranty that covers it, ensures that the furniture continues to work properly throughout the life span of the product, as specified, and required by Norix.

“It takes a high level of expertise to install and assemble products in environments where continuous use is a factor to consider,” said Willie Camarillo, Norix Installation Services Project Manager.

“In fact, improper installation can lead to unnecessary wear and tear, leading to possible break down of furniture and injury to those in the facility. It also can create a poor aesthetic in a facility that is otherwise characterized by sound design and structural integrity. That’s why a factory-authorized installation is a wise alternative for those facilities that do not have an experienced team for the installation of their new furniture products.”

In addition to the routine tasks included in the scope of work previously mentioned, installation professionals who worked on the Pine Rest project specifically provided complex installation services, including:

- Ballasting Forté™ tables and chairs with sand to prevent them from being easily moved
- Ganging together 28 Forte™ chairs with Norix ganging kits
- Marking and drilling out all attachment points according to plan layout
- Attaching and bolting down all attachment points to building
- Bolting down and caulking around 22 beds, 22 headboards and 22 shelving units from our Attenda® Series
- Assembly of six Forté™ Café Tables with laminate tops



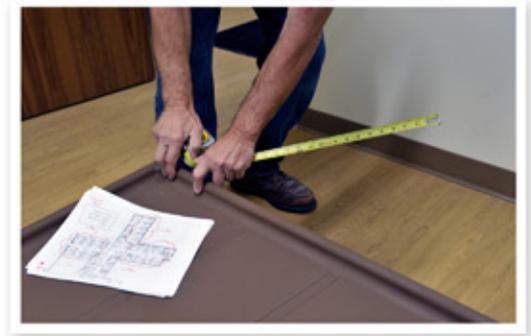
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CONCLUSION

The furniture was installed in January 2014 and the renovated unit was occupied soon after. The Norix furniture that was chosen includes Attenda® beds, nightstands and wardrobes for patient rooms, and Forté™ Lounge Chairs, Guest Chairs, Café Tables and Occasional Tables which were installed in the facility's dining rooms, interviews rooms, quiet rooms and an operations room.

When finished, installation professionals installed or placed 188 pieces of furniture at Pine Rest. And while more than a year has gone by since the furniture was installed, the facility recently said the furniture and installation has performed very well.

"We are very satisfied with the installation," said Mary Wiersma, Pine Rest Facility Manager. "The past 12 months have revealed no issues with the furniture we had secured to the wall and/or to the floor. The hardware, attachment points and caulking are intact and secure."



ABOUT NORIX

Norix designs innovative, robust furniture that meets the real-world need for humanizing challenging environments. For more than 30 years, the company has served the behavioral healthcare, corrections, higher education, fire/rescue, military, shelter, public safety and variety of commercial industries by providing uniquely reliable furnishings for every application. All furniture is designed for safety, security and extreme durability. Norix furniture is extraordinary by design, surpassing industry standards for strength, safety and long-term performance. Aside from its durability, Norix products also come in aesthetically pleasing designs and colors and are made especially for facilities that require furniture that can humanize their environments. The privately held company is headquartered in West Chicago, IL with consultative sales representatives and dealers throughout the U.S. In 2012, Norix launched Safe Environments, a news and information blog serving architects, designers, administrators and facility managers involved in the design, construction, and operation of challenging environments. For more information, call 800-234-4900 or visit www.norix.com.

ADDITIONAL INFORMATION:

Pine Rest Christian Mental Health Services - <http://www.pinerest.org/home>

Norix Furniture Installation Services - <http://www.norix.com/installations.asp>



Norix Blog