

# Project Case Study:

## Shelters: Salvation Army Tucson



**Project Name**

Salvation Army Tucson

**Project Location**

Tucson, Ariz.

**Building Type**

Shelter and Transitional Living

**Project Size**

34,000 square foot rebuild

**Project Team**

Salvation Army Tucson

Kaiser Business Interiors

Swaim Architects

Norix Furniture

**Product List**

Protégé NextGen

Titan® Series

Forté™ Lounge Chairs

Progress Chairs

Gibraltar™ Beam Seating

Hondo Nuevo® Lounge Furniture

Comfort Shield® Mattresses



# CASE STUDY

## DESCRIPTION

The Salvation Army Tucson serves the greater Tucson, AZ area with a variety of efforts including rehabilitation services, worship services, disaster services, shelter facilities and thrift stores, among many of its other offerings and programs.

One of the Salvation Army Tucson facilities is the Hospitality House Shelter, a 24/7 emergency facility for the needy and/or homeless. In addition to the shelter itself, the Hospitality House also provides “options for both short term, 7-day emergency shelter, and long term, 4-month transitional assistance” which includes professional case management, health/medical assistance, employment services, life skills guidance, education, recreation and other services that help residents while they are living in transition.

The Salvation Army Tucson wanted to build a new and improved Hospitality House that better served the people who stayed there or would stay there in the future. This would include the installation of durable furniture that was easy to clean, while still providing normalization and a sense of home. And after more than a decade of waiting, the Salvation Army Tucson got its wish of a new facility.



## OVERALL PROJECT GOAL/PHILOSOPHY

Commercial Interiors Specialist Jessica Kaiser is the owner and CEO of Kaiser Business Interiors, a small commercial furniture firm headquartered in the heart of downtown Tucson. Founded in early 2014, the firm had the opportunity to collaborate with Swaim Architects on the design and furnishings for the new Hospitality House.

“The idea of being involved with a project that is both a notable addition to the Tucson community and an interesting design challenge was very exciting to me,” Kaiser said. “It was of the utmost importance to me and my team to provide a complete solution that met all of the unique requirements of a shelter environment.”

The ground-up construction project – which will replace the current and outdated Hospitality House – is being developed in two anticipated phases. Phase I – which Kaiser worked on – consisted of the construction of a two story, 34,000-square-foot facility which now provides a total of 114 beds and two family apartments to men, women, veterans and families in emergency and transitional status.

**“It was of the utmost importance to me and my team to provide a complete solution that met all of the unique requirements of a shelter environment.”**

**Aesthetic Goals** – After touring the original facility, Kaiser said the furniture appeared institutional in nature, and looked more like what you would find in a stark prison environment. Therefore, to create a sense of home in the new facility, Kaiser sought out furniture that had residential touches, but that was still appropriate for a shelter environment.

**Durability Goals** – Since the shelter is a 24/7 facility, Kaiser said it was imperative that the furniture held up to the constant use of the steady stream of residents. Additionally, budget was a concern and the facility needed furniture that would not break down after a couple of years.

**Sanitation and Cleaning Goals** – Shelter environments often serve those who may be homeless and have spent some time living on the streets. Accordingly, Kaiser looked for furniture that was easy to clean and that was bed bug resistant.



## SELECTION

During the selection process, Kaiser assessed the intended functionality of each of the spaces within the building as it was designed and offered furniture solutions accordingly. This involved much discussion and consideration in an attempt to optimize the unique space – unique because of its design and the fact that it would be a constant-use environment.

“Budget is an important element in any project. This one in particular. We were very diligent about selecting products that we knew would provide the client with longevity. But we weren’t going to cut corners on quality where it was especially important,” she said.

Kaiser researched multiple manufacturers of furniture that marketed themselves as applicable to shelter environments. However, during her research, Norix Furniture stood out as a leading candidate due to the fact that the company offers multiple furniture solutions for different spaces within a shelter environment and produces furniture that has the residential and durable qualities that were needed.

“We wanted to create a space that was as homelike as it could be for clients that are regularly in a state of distress,” Kaiser said. “Accordingly, we looked for products with warm finishes and that were easy to sanitize and clean and that helped create that residential feel that is often very hard to find in shelter environments. Furniture that was resistant to bed bugs and solidly constructed were top priorities, as well.”

In the beginning of the selection process, Kaiser worked with Norix Consultative Sales Representative Yvonne Brooks to determine which of the Norix products would best suit the client’s needs.

“We worked together closely and looked at the blueprints early on,” Brooks said. “I then presented her with a variety of products from Norix Furniture that have been installed and have performed very well in many other shelter environments.”

## CONCLUSION

In December of 2014, the Salvation Army Tucson held the dedication of the new Hospitality House. In early 2015 residents began using the facility and the new furniture that was purchased and installed there. Norix Furniture items that the facility purchased includes, but is not limited to:

26	Protégé Next Gen Single Bunks	44	Protégé Next Gen Double Bunks
20	Titan® Two Drawer Nightstands	10	Titan® Single Wardrobe Lockers
10	Forté™ Armless Lounge Chairs	252	Progress Armless Chairs
9	Gibraltar™ Beam Seats	10	Hondo Nuevo® Lounge Seats
2	Hondo Nuevo® Ottomans	13	Hondo Nuevo® Stools
25	Comfort Shield® Remedy Sealed Seam Mattresses	89	Comfort Shield® Rescue Sealed Seam Mattresses

The Gibraltar™ Beam Seating provides a sturdy and aesthetically pleasing furniture solution for lobby areas, while the Protégé Beds and Comfort Shield® Mattresses give the facility durable and cleanable sleep space products with residential accents.

The Hondo Nuevo® Chairs, Stools and Ottomans provide a sense of home in the two family apartments. In addition, the Forté™ Guest Chairs and Progress Chairs provide seating that is easy to clean and applicable to the common areas where they are now placed.

## 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](http://www.norix.com).

## ADDITIONAL INFORMATION:

**Salvation Army Tucson** - <http://www.salvationarmytucson.org>

**Kaiser Business Interiors** - <http://www.kaiserbi.com>



**Norix Blog**