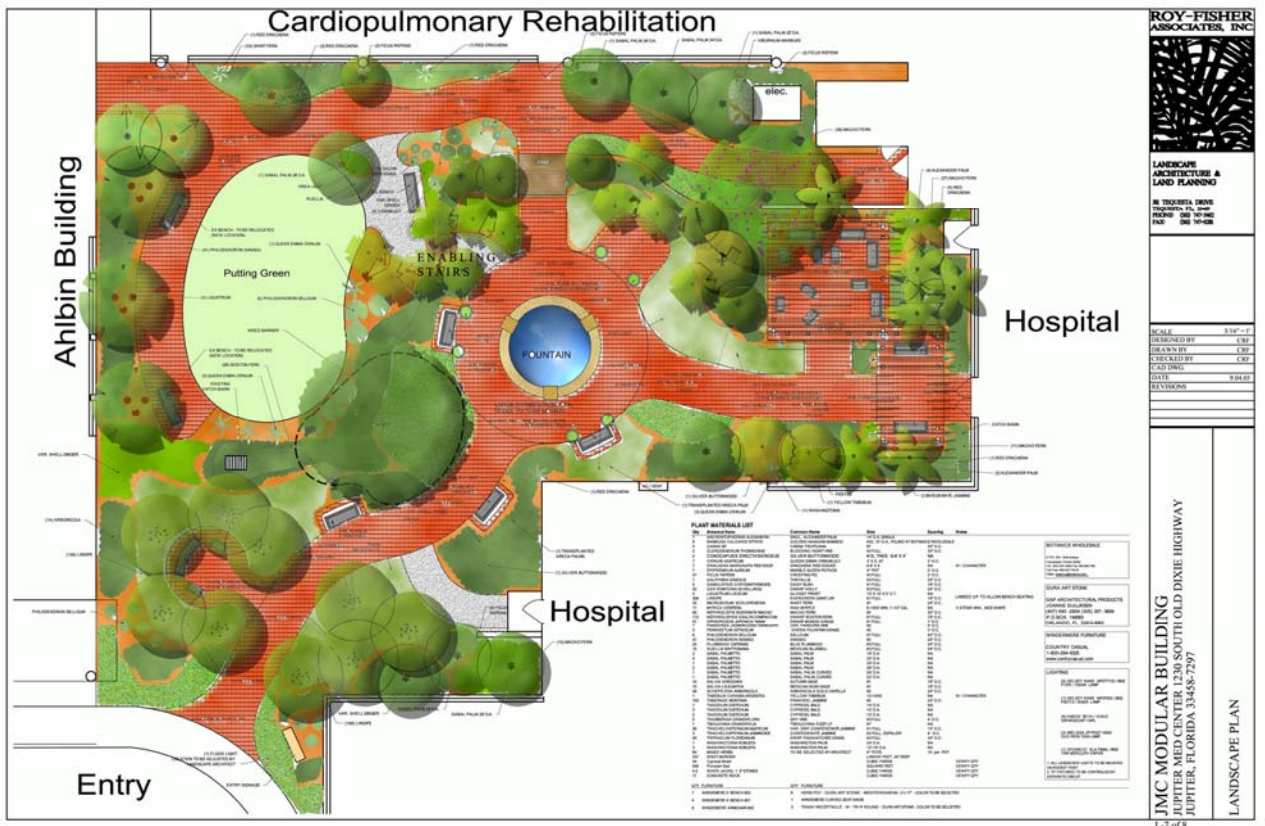


# Jacqueline Fiske Garden Post-Occupancy Evaluation

## PART 1: Background of the Fiske Garden

The Jacqueline Fiske Healing Garden was completed in January 2002 and funded by a Valentine's Day gift from Guy Fiske to his wife Jacqueline. The garden occupies approximately 10,000 square feet in an existing campus of buildings. The garden is directly viewed from the Cardio-Rehab Center and is accessible from hospital corridors as well as the Cardio-Rehab Center. The design consists of a series of garden spaces connected by paths and paving. There are several special features. The central focus is a calming pool of water that can be touched. A sculpture by a local artist, Kate Van Noorden, of a pair of rising herons is placed in the fountain. The garden also is home to a transplanted 40' Oak and a large shade arbor. The site is relatively flat, a detention area that is a conceptualization of a natural Florida wetland winds through the site and captures runoff.



## **PART 2: Evaluation of the Fiske Garden by Therapeutic Garden Audit**

This Post-Occupancy Evaluation was prepared by Jennifer Decker, an employee of Roy-Fisher Associates that was not involved with the design or construction of the garden. The evaluation is modeled after methodology described in "People Places", edited by Clare Cooper Marcus and Carolyn Francis, Chapter 8, Post-Occupancy Evaluation. The following information is from all aspects of the evaluation including the site visits, questionnaire answers received from the staff, interviews carried out in the garden during site visits, and the Therapeutic Garden Audit that was conducted at the first site visit. The following garden aspects are in alphabetic order.

### **Accessibility:**

The accessibility of the garden is moderately good, but does leave room for improvement. From the parking lot there is a very nice and large sign that marks the entrance of the garden. But one of the doors from the Cardio-Rehab Center that leads into the garden has a sticker sign posted that reads "This is not an exit" from the inside. Though many people go in and out this door to reach the garden or the Cardio-Rehab Center for someone new to the center it might deter them from exiting out into the garden and they may not readily seek an alternate entrance to the garden. Another accessibility issue is the door to the hospital on the western side of the garden. It is extremely heavy and is without a handicap automatic door push button which could make patient entrance to the garden from that door difficult in some situations unless help was readily available. The paths in the garden are about 7 feet wide which allow for two wheelchairs to pass each other without a problem. The path edges are not raised to prevent wheelchair users from rolling into planted area with the exception of the wood bridge.

### **Available Amenities:**

There is not any signage in the garden directing patrons to the nearest phone or restroom. Since the garden is a nonsmoking environment there *is* a sign posted which delivers that message, but it does not provide an alternate location for smoking. Thus, people still smoke in the garden and one staff member commented that they will leave the garden if someone is smoking in it.

### **Available Views:**

The view from within the hospital is enjoyable. While in the garden on site visits I noticed on more than one occasion people who were on the second floor walking by the garden pausing to look out at the garden. Also, while running on the treadmills in the Cardio-Rehab area the patients have a great view of the garden. The wonderful scenery was also commented on by some of the staff who have their office windows over looking the garden.

### **Building Materials:**

The materials chosen for this garden are soothing to the eye and provide some level of comfort. For example, the wood furniture and pavers do not glare in the sun which makes for a more pleasant experience.

### **Fountain:**

The fountain is a focal point in the garden. It has two sculptured blue herons in it and also the water bubbling and dripping provides a soothing sound that many staff who

filled out the questionnaire responded to with much appreciation. There is a seat wall around the fountain which provides a sitting surface. Some of the staff will lie down on the wall for a nap which has been viewed as a negative and a positive by some of the staff.

**Garden Rooms:**

Overall, the garden allows patients, visitors, and staff to experience an environment entirely different and in complete contrast to the hospital interior. Each specific space allows for multiple configurations in regards to seating arrangements, walking routes, views, and microclimates. The garden is made up of different spaces which connect together to make one space which has a uniformed flow to it. The garden provides the potential for someone who is seeking a sanctuary to find it in this garden. Not every spot in the garden is well-suited for being alone but there are spaces that do within the garden. A good example of a space that has a boundary with a comfortable visual enclosure is the Bamboo back drop behind a couple of benches. The Bamboo wraps around the seating area which is located by the front entrance from parking lot.

**Lighting:**

Lighting was scattered about the garden. Though I never did an after dark site visit I would assume that the lighting is in good working order due to the fact that the garden is meticulously kept.

**Litter Receptacles:**

There is one trash can at the entrance of the garden from the parking lot and one at the entrance from the hospital, but nowhere else in the garden is there a trash can. Also, no ash urns have been provided since it is a no smoking garden, but unfortunately smoking occurs and a pot filled with dirt only and not plants has been converted into an ash tray by the smoking patrons. A designated smoking area needs to be determined and the whereabouts expressly stated within the garden to deter smoking.

**Maintenance:**

The garden has been maintained very well. With the exception to a few stray pieces of litter that have blown into the plantings or behind benches, trash is nonexistent. During visit one I noted 3 pieces of trash all behind one bench and one stray cigarette butt by the same bench. On the second visit there was 5 pieces of trash behind the benches under the trellis. There is no writing on the furniture or walls and people seem to follow the paths provided and not walk on the plantings. The plants seem to be in good health with the exception of the pots which are currently without plants. Overall maintenance is impeccable. I believe that the unmarked door closer to the front of the hospital with provided path off the main pathway is a storage facility for maintenance staff. There is also a watering hose available down this same path.

**Multi-sensory Experience:**

The garden DOES provide a multi-sensory experience. *Vision* – The color of the trees and flowers, *Touch* – The texture of the plants, *Hearing* – The fountain bubbling and the wind thru the trees, *Smell* – The flowers and if the potted herbs were maintained they would also produce a pleasant scent.

Undesirable sensory experiences include: The low hum of a generator or A/C unit, but the sound is continuous. The occasional street noise.

**Paths:**

There is a high ratio of green to hard surfaces in the garden. The layout of the garden is very “readable” and confusion is kept to a minimum. There is a distinct hierarchy of paths within the garden (some for direct travel and others to emphasize exploration and discovery). The pavers provide an appropriate surface for wheelchairs, walkers, and IVs, though it is slightly bumpier than concrete but considerably better than gravel, for example.

**Plantings and Wildlife:**

Plant selection is diverse but not overwhelming. The environment is conducive to engaging and intriguing a sick inpatient and distracting them from their condition briefly (in my opinion). Pots are provided so that seasonal interest can be interjected, but currently they are just filled with dirt. Plants should be maintained in those pots. According to the questionnaires, staff would like to see those pots maintained with seasonal color. The plantings help to attract some wildlife such as butterflies and birds. Also there is a bird feeder which helps to attract birds (but it is not always kept filled with seed). The plant health is generally good but during the second visit I noticed that the Wart Fern planted along the Cardio-Rehab building is dying in a couple of areas. During my third visit I noticed that the Liriope on either side of the entry walk from the parking lot under the Bamboo is beginning to look somewhat sparse. Also the Pentas on the northern side of the path are not doing especially well. The Ruellia by the putting green has died/been removed and the space is currently empty. Lastly, there is some Xanadu on the northeast side of the putting green that has thinned out and looks sparse.

**Putting Green:**

The putting green is of educational and therapeutic interest to many people. Though, during my site visits I never saw the green in use. The staff who participated in the questionnaire had mixed feelings on the green. Several wanted to make it smaller or remove it all together which would allow for enlarging the garden with a butterfly garden, rock garden, or even a small performance area.

**Room/Office Privacy:**

The room/office windows are fairly well tinted and many have shades so privacy within the building can be maintained. The planting creates a sense of security especially buffering between the parking lot and road. You almost forget that these disturbances are there while you are in the garden.

**Shade Structures and Seating:**

The trellis provides shade for those who cannot venture out very far. It provides two benches and seven chairs for seating. It is covered with Pandora vines that add color and texture to the wooden structure. Seating is available throughout the garden for couples or singles. Also, under the trellis seating is provided for a large group and throughout the garden there are clumps of wooden chairs and benches that have backs and arms. Note that all seating is moveable and can be reconfigured to accommodate groups of many sizes. Patrons are given a choice on whether they want to sit in the sun or shade throughout the day. Sunny/shady locations vary by

time of day, though under the vine covered trellis remains generally shady throughout the day. All seating provides an attractive/interesting view. One thought that I had while at the garden was that due to all the seating provided in the garden it does not leave a lot of space in the seating nooks for the addition of a wheelchair. The provided seating either has to be reconfigured to allow the wheelchair a space off the path or the wheelchair will be parked on the path by the seating area which could lead to traffic flow disruption. There is not a bad seat in the garden. One complaint that was voiced by staff through the questionnaires is that there are no tables in the garden. They would like to have a couple of tables to allow for easier lunch consumption.

It was suggested in the comments made by a couple of staff members that they liked the idea of having local musicians and/or artists come to the garden during the lunch hour to give an informal performance/exhibit, but the garden at this time does not have an especially good place for this to take place. An art exhibit could be set up along the meandering path but the musician would not have an appropriate stage to perform on.

There is no wholly covered area within the garden to fully protect a patron from sun or rain. One must go back into the hospital to avoid getting wet during a rainstorm.

### **PART 3: Staff Questionnaire Data Compellation**

The following is a compellation of all the questionnaire responses from the JMC Staff Members.

<b>Interview Data Compellation Sheet</b>			
39 responses were received from the staff. 3 just gave a comment and did not fill out questionnaire. Below is a compellation of their responses. 2 NEVER visit the garden. Their responses were only included in the Frequency tally.			
<b>FREQUENCY</b>		<b>VISIT LENGTH</b>	
More than once a day	5	Longer than one hour	1
Once a day	5	45-60 minutes	0
Once every few days	10	30-45 minutes	3
Once a week	3	15-30 minutes	5
Less often	11	5-15 minutes	14
Never	2	Less than 5 minutes	11
Total:	36	Total:	34

## Written Responses:

The total number of staff members from Jupiter Medical Center who participated in answering the questionnaire was 39. Two responded that they NEVER use the Jacqueline Fiske Healing Garden and four people responded with GENERAL COMMENTS only and did not necessarily answer all the questions asked. The following is a summary of the questions asked that required a written response. See table above for data collected from the two multiple choices questions regarding FREQUENCY and average VISIT LENGTH.

### Responses to: Why do you go to the Garden?

- Beautiful, Relaxing
- Excellent place to relax, meditate and seek serenity in the midst of a busy workday
- Quiet area to get away from stress of the work place
- To relax/unwind
- To have some quiet time to relax and breathe
- To relax
- Walk from the HR office
- Lunch
- To get away from my desk and to have some peace and quiet time with no stress
- It's absolutely beautiful, and unique to any other "park" in the area
- Walk through the garden every chance I can on their way to the Esselyn building instead of going through the hospital hallways
- Likes the solitude and the sound of the fountain
- Get away from the office/talk with the trees...breath in peace and quiet
- To walk through and to notice the plants
- It seems like you are getting away from everything. A special place
- Passing through, waiting to meet someone
- It is so peaceful and beautiful tranquil
- It's a sanctuary, but doesn't always have time to go and sit but tries to walk through it anytime they have to go to the hospital
- When I was a patient in the medical center
- When the nursing admin conference room is not available, the bed board meetings get moved into this delightful venue
- Walk through to HR or front of hospital instead of walking inside the hospital.
- Whenever I have time
- Very Peaceful
- Pleasant scenery
- Generally walk through the garden every chance I get. I will even go out of my way to walk through there just to enjoy the atmosphere
- Just a leisurely stroll through
- Cut through to the hospital
- Walk through to other buildings. Admire climbing vines, etc. Very pleasant
- Just passing through to get to hospital entrance
- Cross between buildings or to use cell phone

- I have had the occasion to take a member of my staff there, usually leadership, or middle manager who is ready to explode! It has always helped me provide a calm, less threatening environment to settle things down, and try to see a way through the problem. The environment works! On more than one occasion it has assisted me with saving someone who is ready to give up.
- Walking through to other departments
- Release stress from work

**Responses to: What do you generally do while you are there?**

- Stroll through, play golf, read
- Sometimes I will eat my lunch or just go out there to read
- Watch the fountain, meditate, look at the plants
- Just relax or to make a phone call
- Sit and listen to the fountain and the birds and sometime I will eat lunch there
- Eat lunch, day dream
- Eat my lunch, meet people, relax, and contemplate the surroundings along with the newborn cardinals!
- To get away from the noise of the hospital
- Read the newspaper and eat my lunch
- Sit, relax, enjoy the scenery
- I enjoy the flowering vines, trees and greenery and sculptures and the sounds of the water. It enriches my day and clears my head
- Relax
- Blessed nothing
- Appreciate the greenery
- Breathe, relax and think
- Sit or stand and talk
- Sit and enjoy
- Walk
- Have a meeting
- Sometimes I take a staff member there to discuss current issues. I also have conducted interviews there. Sometimes I go alone for a few minutes to distress.
- Relax and enjoy nature
- Walk through. Sometimes just sit
- It is my alternative route to get somewhere
- Nothing
- Don't have time to enjoy it
- Walk, admire plants, play golf on putting green
- General, I just stop and count my blessings
- Enjoy the plants
- Talk to a friend

**Responses to: What do you especially like about the Garden?**

- It's changing flowers, trickling of the water

- I love the sound from the fountain and the fresh smell of plants and flowers
- The gazebo
- It's a soothing place
- The serenity and peacefulness
- Shady spots, Bamboo trees, fountain
- I enjoy the Bamboo area, with its sound and lightness
- It's solitude
- The shade, the flowers, the birds, the peacefulness away from the office...I like it all
- The birds, water fountain, and the butterflies
- The flowering vines and other greenery
- The atmosphere created by the fountain, plants and flowers
- Everything
- The beautiful landscape
- Peaceful
- Very soothing and clean
- Everything!! Plants, flowers, fountain
- The water feature is spectacular, in general it's just a peaceful, relaxing place to sit and escape
- It is outside in the fresh air
- Soothing, calming, quiet
- Calm, quiet, beautiful flowers, I love the fountain
- The different plants
- The beauty of it
- The lattices with jasmine flowers
- That here where everything is so clinical there is a space that is so peaceful, helps with the stress of day to day
- Landscaping, water effects
- Bamboo
- Everything!
- The Bamboo, shade
- Very nice beautiful plant selection
- The Bamboo and the fountain...especially the statues of the birds
- Plants
- Cool temperature, not being directly in the sun

**Responses to: Would you like to see anything changed?**

- 14 people said no they didn't want to see any change
- More shade and benches
- I don't think that we should allow smoking in the healing garden when people do smoke while I am there I end up leaving. I understand that it is outside but I think that the smokers need to be encouraged to smoke in the designated areas.
- I would like to see a butterfly and a rock garden, as well as some more shaded areas



- No cellular phone calls!!
- Employees sleeping or lying on the benches does not look nice at all
- The putting green doesn't really fit in to the whole scheme. I think another waterscape would be much better
- I am concerned about the Pothos vine strangling the Hong Kong orchid tree. Also, why don't they let the Ficus vine grow to cover the wall? It keeps on being taken down.
- I would like more hospital activities utilizing the garden
- Maybe grow some herbs for the kitchen
- Possibly add an arbor or shade tree; maybe some tiles on the wall, or a pond with babbling water and fish
- Larger
- More shade for summer
- More native Florida plants
- I once thought that perhaps some periodic organized opportunities for staff to go there would be wonderful, such as perhaps local musicians performing during lunch breaks for staff to sit and listen to, or maybe some sort of local exhibits...I am not sure if that hold with its original purpose though
- Maybe some seasonal annuals to periodically change the coloring
- Make the putting green smaller and add more plants or a seating area (shaded)
- Would like to see more patients out there and visitors, I don't think people are generally aware of the garden, also people could be out there instead of in the waiting room lobby
- Maybe some outdoor soft music occasionally, not all the time
- Maybe adding a swing

**Responses to: Additional Comments?**

- 21 left Additional Comments blank.
- We should build another one
- It has been interesting to see how the garden has evolved. When the garden was discussed and first started, I couldn't have envisioned it would turn out so beautiful and so relaxing!
- I am concerned about the pathos vine strangling the Hong Kong orchid tree. Also, why don't they let the Ficus vine grow to cover the wall? It keeps on being taken down.
- The healing garden is a special place that should always be available to patients, family and staff
- It is a wonderful place
- I frequently see lots of visitors, employees, families of patients enjoying the garden. It lends itself to a respite from the high energy, high stress hospital environment. We've read about the healing effects of a garden, some facilities even have gardening therapy for patients. If we had the land around the cancer center it would be wonderful to have something similar here.
- How about some putting tips?

- Kudos to the entire staff that does the landscaping on the entire campus. Attentive and thorough. Your first impression of the hospital as you approach is important. I'm not the only one who notices. Well done.
- Very relaxing area, rarely do I pass by that there aren't employees or visitors in the garden.
- The garden is beautiful, and I'm lucky to have an office that is right beside it. (staff Development)
- Lovely to look at, seems peaceful
- Wish I had a less hectic schedule here that would allow time to go there

### **Responses to: Overall Comments**

- If I worked in the main hospital I would most likely go everyday for a half hour, but I'm off site. When I do get the opportunity to visit I sometimes bring my radio and book, play soft music and read. It really is calming...I wouldn't change a thing...I even made my husband buy the Bamboo trees like the ones planted there, to put on the side of my house.
- I think that you should know that I have/or arranged patients (who were too weak to leave) to have their children married there, birthday parties etc. The wedding was supposedly very beautiful and many patients attended (they were just strolling by). The birthday was also for an Oncology patient whose daughter turned 6 and he couldn't leave. Please thank the Fiske Family. I know my patients and staff love it.
- I eat lunch in the healing garden every once in a while depending on the weather. It is a lovely peaceful place to spend a few minutes relaxing and renewing one's energy.
- I think the west section should allow for eating. I would like to see more color.

### **Summary**

The majority of the staff visits the garden once a week to less often. They typically spend 5 to 15 minutes in the garden. Many eat their lunch in the garden. I noticed that a lot of the staff said that they would walk through the garden to go between buildings rather than walk through the hallways of the hospital. The most frequently used words to describe the garden were Relaxing, Peaceful, Beautiful, and Quiet. The staff really enjoys the sound and look of the fountain and the Bamboo. Some feel that there should be more shaded sitting areas, especially in the summer. Smoking and Cellular phone calls within the garden are an issue for some of the staff. Also it was mentioned that staff lying on the benches could be considered an issue. Many of the staff's comments reflect my findings from the site visits. Overall the Fiske Garden seems to be VERY well received and used.

### **PART 4: Compellation of Activity Mapping Data**

**Site Visit 1 (Table 1 and Map 1 correspond)**

Table 1:

Data Collection

Name of Site: Fiske Garden

Date: 11/14/05

Time: 11 to 11:45am

Weather: Overcast to Rainy/windy

Data #	# in Group	Est. Age	Sex	Description of people	Activity Taking Place
1	1	65	F	W	Reading a book, waiting
2	1	65	F	W	Reading newspaper and remained thru rain
3	1	40-45	F	W, employee	Eating lunch (10 minutes)
4	1	50	F	W, employee	Walked path slowly
5	5	30-65	F (all)	W, 1 employee/4guests	Tour thru garden
6	1(w/#7)	60-65	F	W, wife of #7	Changed locations 3 times: Sat on bench, changed benches, then went to bird feeder, than returned to 2nd bench.
7	1(w/#6)	60-65	M	W, husband of #6	Sat briefly than left
8	1(w/#9)	50	F	W, employee	Lunch (talking w/ #9)
9	1(w/#8)	35-40	F	W, employee	Lunch (talking w/ #8)
10	1(w/#11)	60	M	W, employee (maintenance)	Lunch (talking w/ #11)
11	1(w/#10)	40	M	W, employee (maintenance)	Lunch (talking w/ #10)
12	1	45-50	M	W, employee (maintenance)	Filling up & cleaning fountain

**Site Visit 2 (Table 2 and Map 2 correspond)**

Table 2:

Data Collection

Name of Site: Fiske Garden

Date: 6/19/06

Time: 3:45 to 4:15pm

Weather: Blue/sunny/breezy/low humidity

Data #	# in Group	Est. Age	Sex	Description of people	Activity Taking Place
1	1	45	F	W, Visitor	sitting by fountain
2	1	55	F	W, Staff (nurse)	walked from hospital thru garden then came back same way she went.
3	1	40	F	W	walked from hospital thru garden then came back same way she went.
4	1	55	F	W	Walked thru from building to parking lot

**Site Visit 3 (Table 3 and Map 3 correspond)**

Table 3:

Data Collection                      Name of Site: Fiske Garden

Date: 6/28/06    Time: 9:10 to 9:42am    Weather: Blue skies/sunny

Data #	# in Group	Est. Age	Sex	Description of people	Activity Taking Place
1	1	65	M	W, Visitor	Walked thru garden to Hospital
2	1	50	M	W, Staff	same path as #1
3	2	35/3	F	W, mom & daughter	Walked out and stopped @ fountain. Showed daughter Bamboo.
4	1	60	F	H	Visitor, walk thru
5	2	65f/17m	F/M	W, Staff	same path as #1 & 2
6	1	35-40	F	W, Doctor	Could see her from outside. She walked thru 2nd story hall overlooking the garden and stopped to look out at the garden for a minute.
7	1	35	F	B, Staff	walked thru garden
8	1	45	F	W, Staff	same path as #1, 2, & 3
9	1	70	M	W, to Rehab	had briefcase and walked thru to Rehab
10	1	65	M	W, to Rehab	walked thru/ said Hello to me
11	1	40	M	W, to Rehab	same path as #7
12	1	18	M	W, Staff	walk thru garden
13	2	30/1	F	H	mom w/ daughter looking out from 2nd floor







## **PART 5: Listing of Recommendations**

Many ideas and recommendations were brought up by the staff who participated in the questionnaire. The below listed are in my belief the most pertinent to the health and expanded use of the Jacqueline Fiske Healing Garden.

- Install automatic door opening device on the doors to/from the hospital on the western side of the garden. See highlighted area on Map 1 for graphic location and note.
- Install signage directing garden patrons to a designated smoking area. The Jacqueline Fiske Healing Garden is a non-smoking environment.
- Re-plant pots with healthy, hardy, and colorful plants. Note: as of right now an empty pot has been transformed into an ash tray by smokers. See Maps 2 and 3 for location of pot being used as an ash tray.
- Install signage in the garden directing patrons to the nearest restroom facilities.
- The addition of a few tables to the garden so patrons would be able to comfortably eat a meal outside (lunch being the most popular).