

# **Copa Health – Tenant Improvements Rezoning + C.U.P. Application**

PRS22-00821

610 W. Jerome Ave. Mesa, Az 85210

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# REZONING + C.U.P. APPLICATION

## Purpose and Project Use

The purpose of this application is to revise the entitlements of the subject property from Light Industrial (LI) with BIZ overlay to General Commercial (GC) with BIZ overlay and CUP to allow the development and operation of a new Children's Behavioral Health Residential Facility. As an outcome of the pre-application meeting held on August 16, 2022, the property Owner and Copa Health have been instructed to apply for a combination Rezone and Site Plan Review / Modification, including the continuation of the BIZ overlay and addition of a conditional use permit.

Copa Health is a Mesa-based nonprofit organization 501(c)(3) that provides a comprehensive continuum of care, including health issues, housing, veterans' services, elder care, family support, integrated primary care, case management and psychiatric care. The Copa Health staff provides educational, therapeutic, rehabilitative and medical services to children and adults with developmental, physical and behavioral health challenges.

Copa Health plans to lease the property at 610 W. Jerome Avenue for a new 24 bed facility licensed as a behavioral health residential facility (BHRF) for individuals under the age of 18, per *Title 9 Health Services / Chapter 10 Department of Health Services Health Care Institutions*. The project entails tenant improvements to an existing 21,600 sf children's hospital to provide a more appropriate environment for youth with different needs than the original design provided. The large majority of improvements to the property are planned for the building interior, with only minor exceptions on the site to address City or programmatic requirements, more fully described in the narrative that follows.

The existing structure was built in 2014 and is currently vacant. The information below is submitted to satisfy the requirements of the rezoning and CUP process.

Authors Note: In the narrative that follows, the City of Mesa Zoning Ordinance (MZO) requirements will be cited in *italic text* for clarity, followed by the response from the project team.

# Site & Building Information

## Site Information

|                    |  |
|--------------------|--|
| Address:           | 610 W. Jerome Ave. Mesa, Az 85210                                    |
| Parcel Number:     | 134-24-021   |
| Site Area:         | 1.78 acres (net)   |
| Existing Zoning:   | Light Industrial (LI) with BIZ overlay + CUP                         |
| Proposed Zoning:   | General Commercial (GC) with BIZ overlay                             |
| Building Setbacks: | No changes from existing approved condition.                         |
| Existing Parking:  |  |
|                    | Required/Provided - Total: 51/51 (approved per previous BIZ overlay) |
|                    | Required/Provided - Standard: 46/46                                  |
|                    | Required/Provided - Accessible: 5/5                                  |

## Building Information:

|                           |  |
|---------------------------|--|
| Building Area:            | Approx. 21,600 sf (per IBC section 201; <i>AREA, BUILDING</i> definition)<br>Interior "Building Space" equals 20,640sf (excluding exterior roof overhangs) |
| Building Height:          | 1 Story, ~ 25' (top of roof)/ 31'-4" (top of screen-parapet). No changes from existing.  |
| Existing Occupancy (IBC): | I-2  |
| Proposed Occupancy (IBC): | I-2 or I-1, TBD  |
| Type of Construction:     | Type II-B (per 2018 IBC 602)   |
| Fully Sprinkled:          | Existing systems complies with 2018 IBC 903.2.   |

# Project Description and Operations Plan

Per CUP Checklist Exhibit B.2

*Identify type of social service (Plasma center, charity dining service, homeless shelter, day labor hiring center, substance abuse detoxification and treatment center, rescue mission, etc.). Document how proposal conforms with the Social Service Facilities Guidelines (Ref: MZO 11-31-26) and Zoning Ordinance requirements including adequate and accessible facilities, patron seating, dining, screening devices, plan of operation, patron access, hours of operation, security measures, litter control, noise attenuation, etc. - CUP Checklist Exhibit B.2*

FROM THE MZO 11-31-26: - SOCIAL SERVICE FACILITIES:

*Social Service Facilities, as described in Section 11-86-3 shall be located, developed, and operated in compliance with the land use regulations in Article 2 and the following standards:*

**A. Location.** *Social Service Facilities are not allowed on Main Street, within the designated Town Center Redevelopment Area.*

- a. This project meets this requirement.

**B. Minimum Standards.** *All Social Service Facilities shall provide: adequate and accessible sanitary facilities, including lavatories, rest rooms and refuse containers;*

- a. Sanitary facilities are provided to each resident. Each resident room is provided en suite bathroom facilities which include toilet, lavatory, shower and refuse containers. Eight of the 24 resident bathrooms are designed and equipped for ADA accessibility. Additionally, general population accessible restrooms are located near therapy spaces throughout the building. Restroom fixtures are in excess of code minimum fixture requirements, which will be more fully described in the subsequent permit application drawing submittal

*...sufficient patron seating facilities for dining, whether indoor or outdoor;*

- a. Seating for dining for all 24 residents and staff will be provided within the building interior. Residents will have the ability to dine within the central community room or within their private rooms.

*... effective screening devices such as landscaping and masonry fences in conjunction with outdoor activity areas;*

- a. Screening is provided by landscaping and masonry fences. Please refer to the drawings located in the appendix. The owner is seeking a Bonus Intensity Zone overlay to modify the MZO development standards to provide a portion of the required screening through existing landscaping in lieu of masonry screen walls due to security concerns. Please see item "A Screening of Parking" under "DEVELOPMENT STANDARDS PROPOSED TO BE MODIFIED UNDER THIS PROJECT (BIZ OVERLAY)" of this narrative below.

*...a plan of operation, including but not limited to, patron access requirements, hours of operation, measures used to control potential client congregation on the site during non-operating hours, security measures, litter control, and noise attenuation.*

- a. Please see the operations narrative for information on hours of operation and patron access. Additionally, The wall construction of the existing facility is well suited to attenuate noise. The heavy mass of the 8" thick masonry perimeter wall construction coupled with insulated furring and insulated windows should provide excellent resistance to sound transmission. The individuals receiving treatment at this location will follow a schedule that promotes sleeping during the nighttime hours; their activities will also be monitored by Copa employees at all times. Congregation outside of the property and on the property is something that will only occurring when loading or unloading multiple individuals for transport to community-oriented events. The property is equipped with outdoor space connected to the building and those areas will be utilized for an outdoor group activity. Activities taking place outside of traditional business hours include employees or visitors entering the property. Copa prides ourselves in the appearance of the sites we operate and will ensure the external appearance of the property it maintained consistent with our high standards. The external entrances and exits to the building will be monitored by cameras.

*...Further, evidence of compliance with all Building and Fire Safety regulations and any other measures determined by the City Council to be necessary and appropriate to ensure compatibility of the proposed use or uses with the surrounding area shall be provided with permit applications.*

- a. Please refer to the appendix for a list of drawings which demonstrate general compliance with Building and Fire Safety regulations. Compliance with full Building and Fire Safety regulations will be more fully described in the subsequent permit application drawing submittal.

**C. Applicable Guidelines.** *All Social Service Facilities are subject to the Social Service Facilities Guidelines adopted by the City.*

- a. The proposed facility will meet applicable portions of the Social Services Facilities Guidelines. Please see the appendix, "1. Social Service Facilities Guidelines Response"

**D. Criteria for Review of Council Use Permit.** *When required, the review of the Council Use Permit shall include a review and determination regarding the following items:*

*1. The use is found to be in compliance with the General Plan, Sub Area Plans and other recognized development plans or policies, including the Social Service Facility Guidelines and will be compatible with surrounding uses;*

The General Plan character area designation for this property is Employment and Copa Health's intended use will absolutely satisfy this requirement. The current operational budget is for 50 full-time equivalent staff with an average wage of \$53,000 and includes highly skilled healthcare professionals such as multiple registered nurses, multiple therapists, a Board-Certified Behavioral Analyst (BCBA) and services delivered by a primary care doctor, a psychiatric nurse practitioner and a psychologist. The total annual budget is \$5.6 million. Just as a comparison, the operating budget of the previous operator, Hacienda Children's Hospital, was \$3.4 million (40%

less) according to its final 990 tax return. Copa Health's licensed program for youth will bring highly paid healthcare jobs to Mesa and a meaningful boost in local spending.

The facility is a full time "24/7/365" facility. The facility will operate 168 hours per week, or over 4 times that of a typical office use, making the proposed use extremely impactful as an employment generator, continuing to build on Mesa's H.E.A.T. Initiative – recruiting healthcare industries to Mesa.

*2. A finding that a plan of operation has been submitted, which includes, but is not limited to, acceptable evidence of compliance with all zoning, building, and fire safety regulations;*

Please refer to the appendix for a list of drawings which satisfy the Rezoning + CUP application submittal requirements; and which demonstrate compliance with zoning, building, and fire safety regulations.

*3. A finding that a "good neighbor policy" in narrative form has been submitted, which includes, but is not limited to, descriptions of acceptable measures to ensure ongoing compatibility with adjacent uses. Such policies shall include, but are not limited to, the name and telephone number of the manager or person responsible for the operation of the facility; complaint response procedures, including investigation, remedial action, and follow-up; and litter control measures;*

a. Please see the appendix for the Copa Health "Good Neighbor Policy" for this facility.

*4. Evidence that acceptable documentation is present demonstrating that the building or site proposed for the use is in, or will be brought into, substantial conformance with all current City Development Standards, including, but not limited to, landscaping, parking, screen walls, signage, and design guidelines.*

Please refer to the appendix for a list of drawings which demonstrate compliance with current City Development Standards, except as described below:

## PROPOSED SITE PLAN MODIFICATIONS:

- A. **Pedestrian Connections:** The existing condition does not meet the requirements of MZO sections 11-30-8 and 11-32-4(G)(3) in one location. The owner will add bollards to the main entry drop-off to bring this condition into compliance. Please see "Pedestrian Protection Modifications" detail 2 on sheet **SE102 – Rezoning + CUP Application – Site Exhibits, in the appendix.**
- B. **East Patio Revisions:** In order to meet new program requirements and the City requirement for resident access to outdoor space, the owner proposes to remove the existing playground equipment and replace with decorative paving and age/care appropriate site furnishings to allow residents to enjoy the outside in a safe environment. As part of this work, the owner proposes to add an additional 8' high transparent / perforated metal fence inside the existing perimeter masonry screen wall to provide a secured exterior environment for residents. This fencing will match the same perforated metal screen material and color used elsewhere on the existing building exterior. Please see "East Patio Modifications" detail 3 on sheet **SE102 – Rezoning + CUP Application – Site Exhibits, in the appendix.** NOTE: These modifications occur within the interior of the existing masonry screen walls and are not readily visible from the street.

- C. **Trash Enclosure Revisions:** Per Bill Cummings/City of Mesa email dated 12.27.22, "There will be no requirement to comply with current enclosure details since the existing enclosure will be in use. At this time there is no further comments from Solid Waste."

#### DEVELOPMENT STANDARDS PROPOSED TO BE MODIFIED UNDER THIS PROJECT (BIZ OVERLAY):

- A. **Screening of Parking:** The owner is seeking a Bonus Intensity Zone overlay to modify the MZO development standard 11-30-9(H) to allow the previously approved condition (existing landscape screening) in lieu of screen walls. The screen wall requirement is not consistent with the Crime Prevention comments in the pre-submittal staff report and represents a potential hazard to 2nd/3rd shift staff. Additionally, the requirement will entail the removal of mature trees which are already providing filtered screening to the parking area. Please see sheet SE102 in the appendix.

#### DEVELOPMENT STANDARDS PREVIOUSLY MODIFIED:

The following items were modified in 2014 under case number Z14-026. The owner requests that approval of these modifications continue as part of the new/continued BIZ overlay request:

1. A reduced landscape setback adjacent to Jerome Avenue, 15' from the required 20'
2. A reduced number of parking spaces, 51 spaces from the required 52 spaces
3. Increase the distance for a landscape island required at one every eight contiguous spaces to one at the end of a double row of parking spaces with nine on one side and ten on the other in one area of the site as identified on the site plan.



## Operations Narrative – Additional Information:

Copa Health's Youth Behavioral Health Residential Program provides a supportive and therapeutic environment for youth that require housing, physical and behavioral support services for complex needs. Up to 24 youth will be provided with a positive, supportive and structured environment by caring and compassionate Copa Health staff 7 days a week and 24 hours per day. Staff will assist, teach, and coach youth on activities of daily living, socialization skills, coping strategies, and engaging in health and wellness activities daily. Copa Health staff will collaborate closely with all stakeholders to ensure the coordination and continuity of care during this transitional period.

### Admission and Discharge Procedures:

During admission, the youth will be brought in through the front door and pass through to a secure area just beyond the reception area to begin the intake/admission process (to the exam room or the consult/telehealth room). The youth and guardian would be met by an intake specialist and likely a registered nurse. Consents and orientation to the program would be completed. Physical exams and any nursing assessments would be completed. Staff would then proceed to show the youth to their room and then give a tour of the facility. A snack or meal would be provided if needed. The youth would then join any programming that is occurring and introduced to existing members. Personal belongings would be brought in either at the front door or taken to a side entrance for inventory and inspection.

Discharge would follow a similar process. Youth who leave the facility for appointments outside of the facility or are to be discharged from the Behavioral Health Residential Facility will be accompanied by Copa staff or signed out by an authorized responsible adult. A list will be maintained on who is authorized to transport the youth for coordination of care purposes. Items would be inventoried and signed off on and the youth would be signed out by the guardian upon discharge. Copa staff will work with the guardian to ensure that upon discharge from the facility that the youth is transferred to the care of the guardian or approved authorized adult. Emergency responders such as police or medical providers will be able to remove a youth in order to take to a higher level of care (detention center or hospital setting).

### Security:

The facility will be a locked unit. The staff will use badges to key in and out of the facility. Copa staff will manage the exits and entrances to ensure that only individuals authorized to leave will be able to gain access to the front or back doors. Doors will be equipped with an alarm system and the facility will have cameras that will be monitored by staff to ensure that all entrances and exits are secure throughout the building. Spaces to the outdoors will have a fence that will keep these areas secure.

### Operations:

Copa Health will have the resources necessary to provide services to individuals with complex physical, cognitive and mental health issues. Individuals will not need to meet all three conditions to be admitted to the Behavioral Health Residential Facility; however, we anticipate that many will have a combination of issues. The overarching goal of the program will be to assist youth in obtaining and succeeding in reintegrating back into the community and/or preparing for independent supported housing. The first objective will be to provide the youth with a safe structure, healthy meals, and a caring and supportive staff. The second objective will be to engage the individual and introduce them to the services, and supports they are able to access. While in the Behavioral Health Residential Facility they will be assisted in connecting with services and supports provided by Copa Health and other community providers, as necessary. The fifth objective will be to provide evidence-based services to ensure that the individual is successful and is able to maintain community reintegration.

Services at the Behavioral Health Residential Facility begin by creating an environmental milieu that respects the youth who live there and recognizes the strengths and gifts that each individual brings to the community. The environment will be welcoming and engaging so that each individual has a variety of opportunities to experience rewarding activities on a daily basis. We intend to employ a "Positive Behavioral Support (PBS)" approach which is a **strengths-based, person-centered strategy** based on an individualized assessment that emphasizes teaching a person productive skills and alternative strategies and behaviors. Positive Behavior Support (PBS) is a set of research-based strategies used to increase quality of life and decrease challenging behavior by teaching new skills and making changes in a person's environment.

For individuals who are diagnosed with intellectual disabilities and mental illness, psychiatric services will be available and will be provided by staff with relevant expertise in this population. In order to make a psychiatric diagnosis in this population, develop a proper treatment plan and follow up, it often requires close consultation with family and care takers. They also can provide information needed for diagnosis and follow-up as well as be part of any treatment plan since they are people in the patient's environment for most of the day. Copa will ensure that psychiatric services are provided by practitioners who are familiar with this population and that staff are specifically trained to collaborate with the practitioner and monitor positive and side effects of any medications. Psychiatric and physical health services will be available thru the Copa Health Telehealth system.

The length of stay in the Behavioral Health Residential Facility will be determined by the individual's case plan and determined by the child and family team. The general length of stay target will be 6-8 months in the Transitional Housing Facility; however, longer lengths of stay will be considered on an individual basis.

Copa Health currently provides the full range of services required to serve the targeted population. These include independent living skills (self-care, life skills education, budgeting, healthy meal planning, personal hygiene, housekeeping, shopping, social and recreational activities), medication education, peer and family supports, community resources linkages, meaningful daily activities, community safety, employment assistance, case management, health and wellness education and coordination with off-site medical services/care as indicated, coordination of care.

Copa's integrated care services for individuals with mental health challenges delivers a model of person-centered care that meets people where they are, guiding them to where they want to be. We use evidence-based practices and caring professionals to transform lives. We empower members to achieve their best health and a life of meaning and purpose. We deliver care teams that include psychiatric services, psychiatric nurses, primary care physicians, and medical assistants, and we partner with pharmacies. Clients can receive preventative health screenings, physical exams, flu shots, and guidance.

Copa's approach targets the risk factors for chronic health conditions. Medical practitioners deliver comprehensive diagnostic evaluations, and medication education services utilizing a high-touch model. Copa's outpatient treatment is managed by highly qualified Behavioral Health Medical Practitioners (BHMP) whose scope of practice includes prescribing psychotropic medication, ongoing medication monitoring, and other research-based interventions to reduce unwanted symptoms.

The program's approach is centered on collaboration among the individual, the hospital team, the community-based clinical team, Mercy Care and the Community Transition Team, all of whom share the common goal of identifying and connecting participants to the natural and formal supports that lead to long-term community stabilization. The program's highly individualized and flexible approach is specifically designed to help persons who are considered prone to frequent psychiatric hospitalizations develop the hope and resilience necessary to live meaningfully in the community of their choice.

Another area that is critical for the youth population is the availability of a robust collection of social and recreational activities. Copa Health will design programming schedules designed to assist individuals to maximize their independence and choices through building personal, recreational, social academic, and pre-employment competencies to live full and productive lives.

The behavioral health residential facility will be equipped with features such as Smart Boards, iPads, sensory equipment rooms, music therapy and computers. Programming will include teaching youth proper nutrition, the importance of exercise, how to manage one's health, money skills and cooking. Copa assists people with varying levels of disabilities with employment services to prepare individuals for community or center-based training.

Counseling (individual and/or group) and other behavioral therapies are critical components of effective treatment. In therapy, individuals address issues of motivation, build skills to manage life stressors, develop healthy communication/relationships with others, and improve problem-solving abilities. Behavioral therapy also facilitates interpersonal relationships and the individual's ability to function in the family and community

Many of the individuals will continue to have connections to their families. For this reason, Copa Health will provide Family Support Services. Services include an evaluation of the client's needs, referrals to education and support programs that assist families in need, conducting family-centered and strength-based interventions directed at establishing a trusting relationship. Services support and enhance practices that will improve family functioning and improve the family's ability to effectively interact and care for their loved ones while fully incorporating the nine guiding principles for recovery in the adult behavioral health system.

# Citizen Participation

Per Citizen Participation Resource Guide

*Citizen Participation Plans (CPP) are designed to provide effective, early, and continuous public participation. Citizen Participation Plans are due when a formal land use application is submitted and must provide an outline of the planned outreach.*

## *Citizen Participation Plan Requirements*

- *A general description of how interested persons, and those on the contact list provided by the City, may obtain information and updates on the project, such as newsletters, mailings, and meetings.*
- *A general description of how interested persons, including those on the contact list, will be provided an opportunity to discuss the proposal with the applicant, such as neighborhood meetings, phone contacts, or door-to-door visits.*
- *The applicant's proposed schedule for implementation of the Citizen Participation Plan.*
- *How the applicant plans to keep the City informed on the status of the implementation of its Citizen Participation Plan, such as providing staff copies of notices prior to meetings with citizens, and contact lists used to notify interested parties*

# Citizen Participation Plan for Copa Health Social Services Facility

January 2, 2023

## Purpose:

The purpose of this Citizen Participation Plan is to inform citizens, property owners, neighborhood associations, agencies, and businesses in the vicinity of the site of an application to rezone the subject property listed above from Light Industrial (LI) with BIZ overlay to General Commercial (GC) with BIZ overlay and a Council Use Permit (CUP) to allow certain tenant improvements and operation of a new Children's Behavioral Health Residential Facility. The subject property is located on Jerome Avenue, west of Country Club Drive, north of West Baseline Road and just off of South Vineyard. This plan will ensure that those affected by this application will have an adequate opportunity to learn about and comment on the proposal.

## Contact:

John Moore, Copa Health

924 N. Country Club Dr.

Mesa, Arizona, 85201

Phone: (480) 969-3800, ext 277: (602) 300-4900 (cell)

email: john.moore@copahealth.org

## Pre-Submittal Conference:

The Pre-submittal Conference with City of Mesa Development Services staff was held on August 16, 2022. Staff reviewed the application and recommended that adjacent residents and nearby registered neighborhoods be contacted.

## Action Plan:

In order to provide effective citizen participation in conjunction with this application, the following actions will be taken to provide opportunities to understand and address any real or perceived impacts that members of the community may have.

1. A contact list will be developed for citizens and agencies in this area including:
  - a. All registered neighborhood associations within one mile of the project.
  - b. Homeowners Associations within one half mile of the project.
  - c. Interested neighbors - focused on 1,000 feet from site but may include more.
2. All persons listed on the contact list will receive a letter describing the project, project schedule, site plan, and invitation to a neighborhood meeting to be held at a location to be determined. At this meeting, we will introduce the project and give all interested parties an opportunity to ask questions and state concerns.

3. A sign-in list will be used and comment forms provided. Copies of the sign-in list and any comments will be given to the City of Mesa Planner assigned to this project.
4. Presentations will be made to groups of citizens or neighborhood associations upon request.

**All materials such as sign-in lists, comments, and petitions received shall be uploaded to the record for the case.**

#### Schedule:

Pre-Submittal Conference - August 16, 2022.

Application Submittal – November 28, 2022

Application Re-submittal – January 2, 2023

Initial notification mailed – Project introduction and public meeting invitation – January 9, 2023

Neighborhood meeting – January 23, 2023

Submittal of Citizen Participation Report and Notification materials - February 7, 2023

Planning and Zoning Board Hearing – February 22, 2023

# Appendix

1. Social Services Facilities Guidelines Response
2. Good Neighbor Policy
3. Application & CUP Checklist; Drawing Matrix
4. Drawings

# 1. Social Service Facilities Guidelines Response

## Excerpt of Guidelines and Applicant Responses

### IV. General Policies:

- A. *New social service facilities should be located in a manner consistent with existing zoning and land use. Over time, a social service facility location plan should be designed by and approved by, social service providers and the City Council.*

Applicant Response: The facility will comply, pending the rezoning and CUP process.

- B. *Social service facilities should be designed in such a way as to provide patrons with basic amenities such as restrooms, drinking water, and seating areas.*

Applicant Response: The facility will comply.

- C. *Proposed new services should be supportive of existing services and should avoid being duplicative of similar programs already in operation. There should also be administrative cooperation among existing service providers.*

Applicant Response: The facility supports current social services infrastructure, and also meets a unique need in the community and is not duplicative of other facilities. See Operations Narrative below.

- D. *In general, social services providing homeless shelters, charity dining facilities, and similar uses should not be located along Main Street in the DC zone.*

Applicant Response: The facility complies.

### V. Operational Guidelines for Social Service Facilities:

- a. *Shelters, charity dining facilities, and similar communal facilities should be operated in a manner which ensures that all guests are treated with dignity and are provided a sanitary, healthy, and safe environment.*

Applicant Response: The facility will comply. State licensing will provide robust and ongoing assurance of quality care.

- b. *Shelters must provide information to the City on the hours of operation, number of beds to be provided, and at the time of application, whether this is a permanent or temporary location (e.g., indicate length of lease or property ownership).*

Applicant Response: 24 beds will be provided in the state licensed Behavioral Health Residential Facility. The facility will operate 24/7/365. A ten-year lease is expected. See Operations Narrative below.

- c. *Shelters should be limited in size to contain no more than fifty (50) beds.*



Applicant Response: 24 beds will be provided

- d. *Shelters offering overnight sleeping facilities should provide at least thirty (30) sq. ft. of useable open space per each bed. When services will regularly be provided for children, at least forty (40) sq. ft. of open space per bed should be provided. This open space must be enclosed by appropriate screening such as a fence or landscaping.*

Applicant Response: The existing facility includes two main secured exterior areas that will be maintained for resident use. The central interior courtyard (1,800sf) and east patio (2,100 sf) exceed the minimum 40sf per resident.

- e. *Shelters providing overnight sleeping facilities should contain restroom facilities meeting requirements set forth in Appendix C of the Uniform Plumbing Code, as amended (e.g., one (1) urinal for each twelve (12) men; one (1) toilet for each eight (8) women; one (1) toilet for each ten (10) men, etc.).*

Applicant Response: The facility will exceed the minimum plumbing fixture requirements. This will be more completely demonstrated in the subsequent permit drawing submittal.

- f. *Facilities providing food at minimal or no cost, including charity dining services, must serve such meals within buildings or in enclosed courtyards or patio areas. When meals are served outside, screening must be provided through construction of a wall or landscaping around the eating area.*

Applicant Response: All meals will be served within the building interior. See narrative for more information.

- g. *Charity dining services and other facilities providing food at minimal, or no cost must provide to the City a schedule and guidelines of their operations (including such things as days, hours, loitering control policy, and security provisions).*

Applicant Response: The facility schedule and guidelines of operations will be governed by state licensing. Details will be provided to the City.

- h. *Social service facilities, other than shelters, must provide handicapped accessible restrooms on site, including lavatories, with at least one toilet for men and one for women. Such restrooms facilities must be available for use by guest for a period beginning one-half hour before food is served until one-half hour the posted closing time or the final meal is served, whichever is later.*

Applicant Response: Each resident room is provided en suite bathroom facilities which include toilet, lavatory, shower and refuse containers. Eight of the 24 resident bathrooms are designed and equipped for ADA accessibility. Additionally, general population accessible restrooms are located near therapy spaces throughout the building. Restroom fixtures are in excess of code minimum fixture requirements, which will be more fully described in the subsequent permit application drawing submittal. Facilities are available whenever needed.

- i. *Shelters providing overnight sleeping faculties for stays of more than one (1) night must provide secure storage for guests' personal property such as sleeping bags and suitcases.*

Applicant Response: Resident storage is provided, in accordance with state licensing requirements.

- j. *Facilities which frequently have people waiting outside for services must provide an adequate waiting area which must be screened by a fence or landscaping.*

Applicant Response: Not applicable

- k. *Facilities providing food or drink in disposable containers, or which use disposable utensils should provide at least one trash container of not less than thirty (30) gallons for each fifty (50) meals served. Such trash containers must also gather litter within seventy-five (75) feet of all entrances and exits to the facility after each meal.*

Applicant Response: The facility will comply. Adequate trash receptacles will be provided.

- l. *All social service facilities must show compliance with all building and fire safety regulations either by issuance of a Certificate of Occupancy or Certificate of Completion by the City. Any existing facility proposed to accommodate dining, sleeping, or assembly services should first be assessed by a registered architect to determine compliance with requirements for building construction and safety.*

Applicant Response: The facility will comply. A subsequent application of permit drawings will be prepared by a registered architect and associated registered design engineering professionals.

- m. *All facilities providing meals must provide at least one seat for each two guests served during the meal period.*

Applicant Response: The facility will comply.

- n. *Homeless shelters must have on-site security personnel during the hours of operation. Operation must also ensure that neither guests nor others are sleeping in areas not within the designated and approved locations.*

Applicant Response: Not applicable to this facility.

- o. *Shelters must have at least one (1) telephone available for guest use during the normal hours of operation. Food services facilities should have at least one (1) telephone available.*

Applicant Response: Not applicable. This facility is not a shelter. Operations are in accordance with state licensing requirements.

## 2. Good Neighbor Policy

Copa Health provides services regulated by the Arizona Department of Health Services, Arizona Department of Developmental Disabilities, and the Centers for Medicare and Medicaid Services. As such, Copa has robust policies, procedures and protocols related to coordination of communication, complaint response procedures, including investigation, remedial action, and follow-up; environmental safety measures.

### Point of Contact

All Copa site information is conspicuously posted and made available on Copa's website:

- [www.copahealth.org](http://www.copahealth.org)

Copa Health shall identify an operational lead and make available a phone number for members, stakeholders, and the community to contact the identified lead. Copa's website has a 24/7 monitored mechanism (email and phone) that any individual may utilize to communicate concerns.

- <https://secure.ethicspoint.com/domain/media/en/gui/69473/index.html>
- 1-844-972-8587

The reporter may share their contact information or maintain anonymity. The information is immediately forwarded (via alert) to Copa's Compliance Manager and Director of Quality Management for appropriate follow-up. The Chief Risk and Compliance Officer is given real-time notice of all reported incidents, grievances, and complaints. Program Leadership is notified as appropriate.

Follow up may include, but is not limited to:

- Contact with the Reporting Individual
- Executive Team Notification
- Facility Work-Order Submission
- Human Resources Collaboration
- External Reporting
- Fact-Finding
- Trend Analysis

### Monitoring and Review

Monitoring and review functions will be carried out by Copa's Compliance and Quality Management Team and Safety Committee.

Copa's CEO and Chief Risk and Compliance Officer will report to the Board of Directors on an ongoing basis relative to the organization's activities to protect the persons served, community and to maintain safe working conditions and environments.

### Role of the Board of Directors

The Board of Directors, through the Chief Executive Officer and Chief Risk and Compliance Officer, will:

- Ensure policies are developed and maintained which preserve and protect the human rights of individuals served, employees, communities, and other stakeholders.

- Ensure ongoing policies are developed and maintained which promote compliance and adherence to legal requirements and code regulations relative to health and safety.

### **Role of the Chief Risk and Compliance Officer**

The Chief Risk and Compliance Officer will:

- Oversee procedures which preserve and protect the human rights of individuals served, employees, communities, and other stakeholders;
- Oversee ongoing policies which promote compliance and adherence to legal requirements and code regulations relative to health and safety;
- Refer all human rights complaints and concerns according to grievance policies and procedures, utilizing the appropriate funding source and Human Rights Key Personnel;
- Adhere to the grievance and appeal policies and procedures;
- Maintain an active Safety Committee which oversees all areas of health and safety; and
- Maintain an active Quality, Risk and Assessment Management Team which oversees all areas of organizational procedures designed to promote quality services throughout departments.

### **Components of the Policy on Health and Safety**

Copa protects and preserves the needs of all individuals served and adheres to comprehensive behavior management policies and procedures.

- Statements of rights are included in all procedure manuals and distributed to all individuals served through handbooks and orientation materials in wording and language that is accessible, meaningful, and understandable to the person served;
- Individual rights are explained during intake/enrollment, and at least annually, to all individuals served. Individuals acknowledge their involvement in the process by signing a statement of understanding;
- No denial of any rights may be made unless the exercise of those rights constitutes an immediate threat to the individual's health and safety, or the health and safety of others. The individual teams are responsible for approving the need for any restriction of rights and will review the need to continue any restrictions at the individual's team meetings;
- Behavior management policies and procedures comply with state and federal laws;
- Staff members are provided training in Positive Behavior Support;
- Informed consent is documented in all cases in which behavior treatment plans are written and/or behavior intervention approaches are utilized;
- Behavior management procedures identify staff responsibilities, utilization of intervention techniques, monitoring of treatment plans, and the utilization of behavior modifying medications; and

- Positive behavior interventions and approaches to maladaptive behaviors are implemented prior to the use of any restrictive procedures and all such interventions are documented in case files and are approved by the Individual Service Plan (ISP) Teams.
- Copa protects the health and safety of individuals served, the community and employees.
- Staff members, individuals and teams are designated for organizing and maintaining an active health/wellness and safety program;
- Safety policies and job descriptions confirm the responsibility of employees;
- The Safety Committee meets on a regular basis;
- Staff members are aware of their health and safety responsibilities;
- Safety orientation and training are provided for individuals served, staff members and volunteers;
- Staff receive annual competency-based training that is documented on health and safety practices, identification of unsafe environmental factors, emergency procedures, evacuation procedures (if appropriate), identification and reporting of critical incidents, medication management (if appropriate), reducing physical risks, and other topics as appropriate;
- Comprehensive external inspections of the premises and operations in all locations are completed by competent authorities at least annually. There is documentation which ensures that appropriate steps are taken to remedy safety recommendations;
- Quarterly self-inspections are conducted for potential health and safety hazards on each shift. Recommendations from these inspections are documented;
- Each Copa program will maintain an approved written disaster and recovery plan that includes procedures for fires, bomb threats, natural disasters, utility failures, medical emergencies, violent person in the workplace, pandemic threats, vehicle evacuations and safety during violent or other threatening situations;
- Emergency plans and procedures are communicated to all appropriate personnel and individuals served;
- Unannounced tests of emergency plans are conducted at least annually on each shift and are documented;
- Appropriate numbers of staff are certified in basic safety techniques, including CPR, first aid, managing aggressive behaviors, etc.;
- All incidents, including serious illnesses, injuries and alleged cases of abuse/neglect are reported and reviewed according to the tracking systems which include a review by the Compliance and Quality Management Team. Action is taken to resolve or prevent further incidents;
- Written infection control policies and procedures are developed and implemented, and appropriate training occurs which focuses on controlling and preventing infection;
- Daily operations and services reflect the maintenance of a safe and healthy environment for all staff members and persons served;
- Adequate first aid and emergency supplies are maintained by management at each location.

- Biological hazardous materials and fire suppression equipment are maintained by outside contractors at all locations;
- Adequate first aid and emergency supplies are maintained in all vehicles by Copa's fleet management company; and
- Vehicle operators are properly trained in emergency procedures, accident reports, road emergencies, wheelchair tie-downs, hydraulic lifts, GPS two-way communication systems and proper techniques and seating arrangements for assisting persons who have disabilities.

END OF POLICY DOCUMENT

### 3. Application & CUP Checklist; Drawing Exhibit Matrix

The scope of the tenant improvements is largely interior only and do not include revisions to the building exterior or site (with minor exceptions described in this narrative and on sheet SE102). The forthcoming permit drawings are not intended to include exterior architectural, civil engineering, or landscape drawings. Site and exterior building improvements were permitted in 2014 and are legally conforming under the current C of O, unless noted otherwise in this narrative (see pedestrian connections [MZO Sections 11-30-8(E) and 11-32-4(G)(3)] and screening [MZO 11-30-9(H)] ). Per agreement with the City of Mesa P&Z team on 10/11/2022, the owner is submitting their record drawings to demonstrate compliance with MZO requirements. These record drawings are from the 2014 Hacienda Children's Hospital plans prepared by the Devenney Group and their consulting engineers. (Note: The Owner's tenant-improvement architect [Multistudio] did not prepare these drawings and cannot alter them).

Please see below for a checklist of required information and where this information can be found in the record drawings.

#### Rezoning Application Checklist

| CHECKLIST ITEM: Project & Site Plan Info                              | Sheet  | Notes                     |
|---|--|---------------------------|
| <b>Dev. Engr.</b>   |  |                           |
| Vicinity Map  | GI001 - General Information Sheet                        |                           |
| Existing structure(s) & site conditions                               | AS102 - Architectural Site Plan                          |                           |
| Graphic Scale & North Arrow   | all site drawings  |                           |
| Dimension existing roadway improvements                               | C3.1 - Grading and Paving Plan                           |                           |
| Dimension existing driveways & streets adjacent to & across from site | C3.1- Grading and Paving Plan, C4.1 - Civil Utility Plan |                           |
| Existing & proposed driveway locations & width                        | C3.1 - Grading and Paving Plan                           | No new/proposed driveways |
| Required ½ street improvements  | -NA -  |                           |
| Dimension existing right of way dedications                           | C3.1 - Grading and Paving Plan                           |                           |
| New dedication requirements   | -NA -  |                           |
| Existing utility lines  | C3.1 - Grading and Paving Plan                           |                           |
| Utility connections for new construction                              | -NA -  |                           |
| Necessary utility line extensions                                     | -NA -  |                           |
| Existing topography/offsite drainage flows shown                      | C3.1 - Grading and Paving Plan                           |                           |
| Location of retention basins, provide dimensions & calculations       | C3.1 - Grading and Paving Plan                           |                           |
| Acceptable method of discharge (bleed off) identified                 | C3.1 - Grading and Paving Plan                           |                           |
| Solid waste container location & access route                         | AS102 - Architectural Site Plan                          |                           |

| CHECKLIST ITEM: Project & Site Plan Info  | Sheet  | Notes  |
|---|--|--|
| <b>Fire</b>   |  |  |
| Dimensioned locations of existing & proposed fire hydrants  | C4.1 - Civil Utility Plan  | No new/proposed fire hydrants planned  |
| Dimensioned designated vehicular emergency access to within 300ft of all exterior walls of sprinkled buildings, 150ft for non-sprinkled buildings, as the hose lays, unobstructed   | AS102 - Architectural Site Plan  | Existing building is fully sprinkled per 2018 IBC 903.2. Any new modifications will be submitted for permit review via deferred submittal. |
| <b>Building Code</b>  |  |  |
| Fire separation distance from building to property lines & other buildings or structures on the site  | AS102 - Architectural Site Plan  |  |
| Specify Use & Occupancy Classification  | GI001 - General Information Sheet (existing) and; Narrative – Site & Building Information (New – 2018 IBC) |  |
| Specify Type of Construction  | GI001 - General Information Sheet (existing) and; Narrative – Site & Building Information (New – 2018 IBC) |  |
| List area of each proposed building   | GI001 - General Information Sheet and; Narrative – Site & Building Information                             |  |
| For uses such as church, restaurants, classrooms or Daycare provide estimated occupant load ADA accessible route of travel on site plan from existing building exists to public way | - NA -   |  |
| List total parking spaces provided & number of ADA accessible spaces provided   | AS102 - Architectural Site Plan and narrative.   |  |
| For condominium projects show all property lines & list description of form of ownership  | - NA -   |  |
| Show location & fire separation distance of parking canopies  | - NA -   |  |



## CUP Checklist

| CUP CHECKLIST ITEM (from exhibit B.2):   | Sheet  | Notes  |
|--|--|--|
| Site Plan: Location of proposed social service facility. Show all parking, pedestrian areas, loading areas, bike parking, screened waiting areas (if required per the social service facility guidelines), drop off and pick up areas, adjoining buildings and neighborhoods, show proposed and existing rights of way, etc. Parcel or lot to be fully dimensioned and notated. Identify parcel with its corresponding or proposed zoning designations.  | AS102 - Architectural Site Plan<br>C3.1 - Grading and Paving Plan                              | See narrative for Existing and Proposed zoning designations, Screened waiting is not applicable for this proposed use. |
| Landscape Plan. Conceptual layout of landscape materials, demonstrating screening of service and/or loading areas, shading of congregation areas and employee areas, foundation base, parking and parking lot landscaping, etc.  | L-201 Landscape Plan   |  |
| Elevations: all sides of building. Clearly identify the height, and materials.   | AE201 Exterior Elevations - Colored<br>AE101 - Exterior Elevations<br>Exterior Materials Board |  |
| Written Project Description and Operations Plan: Identify type of social service (Plasma center, charity dining service, homeless shelter, day labor hiring center, substance abuse detoxification and treatment center, rescue mission, etc.). Document how proposal conforms with the Social Service Facilities Guidelines and Zoning Ordinance requirements including adequate and accessible facilities, patron seating, dining, screening devices, plan of operation, patron access, hours of operation, security measures, litter control, noise attenuation, etc. | See Narrative Document   |  |

## 4. Drawings

### A. Owner Record Drawings<sup>1</sup>

GI001 - General Information Sheet

AS102 - Architectural Site Plan

AE201 Exterior Elevations – Colored

AE202 - Exterior Elevations

Exterior Materials Board

C3.1 - Grading and Paving Plan

C4.1 - Civil Utility Plan

L-201 Landscape Plan

### B. Site Plan Modification Exhibits<sup>2</sup>

SE102 – Rezoning + CUP Application – Site Exhibits

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<sup>1</sup> These record drawings are from the 2014 Hacienda Children's Hospital plans prepared by the Devenney Group and their consulting engineers. (Note: The Owner's tenant-improvement architect [Multistudio] did not prepare these drawings and cannot alter them beyond removing the word "NEW" in certain locations where the structure is listed as 'NEW HOSPITAL BUILDING', as requested by City staff).

<sup>2</sup> These site plan modification exhibits represent new minor site improvements. These drawings have been prepared by Multistudio