Association of Registered Interior Designers of Ontario

A Guide to Requesting Interior Design Services

Created by the Association of Registered Interior Designers of Ontario

ARIDO Provincial Advocacy Committee
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Purpose

This document is a guide to obtaining interior design services for commercial projects. It provides an introduction to the practice of interior design, questions and considerations when hiring an interior designer, and a checklist of a typical scope of work.

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SELECTING A REGISTERED INTERIOR DESIGNER

It's important to select an interior designer registered with The Association of Registered Interior Designers of Ontario (ARIDO). An interior designer will be registered with ARIDO whether they practice independently or as an employee of a firm. **Click here for ARIDO's online directory of Registered Interior Designers**.

Registered Interior Designers, like other design disciplines, do not offer off the shelf solutions. When hired to lead your project, they offer tailored services related to the creative and technical requirements of your design project. When reviewing possible design firms for your project, you may want to consider the following factors:

- Experience in successfully providing similar design services
- Overall history and reputation
- Management experience and team qualifications
- Regional and local familiarity with professional consultants, contractors, permit authorities, building codes, by-laws, economic and commercial activity and competing industries
- Project methodology and delivery approach
- Technical competence
- Unique value-added qualities such as creativity and innovation
- Client and third-party references

ARIDO
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WHAT DOES A REGISTERED INTERIOR DESIGNER DO?

1 RESEARCH

Meet with client, establish project goals, client's wants, needs, and budget. Complete a site survey.



2 DESIGN

Develop detailed design with images, sketches, and 3D views. Propose materials, lighting, furniture, and fixtures. Present concept ideas, preliminary drawings, and images to client.



3 DOCUMENT

Prepare a variety of project documents, which may include construction drawings and/or product selections. Apply for building permits, as required.



4 COORDINATE

Provide project oversight, including coordination of sub-contractors, consultants, suppliers, and vendors. Document progress to ensure compliance with design intent and project budget. Address issues as they arise.



IT MATTERS. ASK YOUR INTERIOR DESIGNER IF THEY ARE A REGISTERED MEMBER OF ARIDO. LEARN MORE AT BLOGARIDO.CA

THE PRACTICE OF INTERIOR DESIGN

A Registered Interior Designer is qualified by education, experience, and examination to enhance the function and quality of interior spaces. The Association of Registered Interior Designers of Ontario (ARIDO) is the professional association representing Interior Designers in Ontario. Only Registered members of ARIDO are entitled to use the designation ARIDO or the title 'Interior Designer' in Ontario. ARIDO ensures that Interior Designers are highly trained through a rigorous process of education, experience and examination. All Interior Designers are required to:

- carry liability insurance
- participate in ongoing regular professional development
- uphold a professional code of ethics and standards of practice

Many Interior Designers in Ontario comply with the Ontario government's qualification and registration requirements under the Building Code, the Building Code Identification Number (BCIN), in order to submit for permit on your behalf.

While each project is different and the scope of services to be provided varies, an Interior Designer is trained to perform the following services on any interior design project:

- manage the interior design process, including strategic planning, project planning, budgeting and schedules
- complete research and analysis on the client's needs and goals
- integrate research findings from a client or third party researcher with knowledge of interior design, sector and economic trends, legal and regulatory requirements e.g. research about space use, biophilia, cleaning protocols etc.
- formulate design concepts that are beautiful, functional, and within a prescribed budget
- prepare working drawings and specifications for interior construction, materials, finishes, furnishings, fixtures and equipment
- Review compliance with local building codes and coordinate application of building permit. (An Interior Designer is registered to acquire a building permit if they are BCIN (Building Code Identification Number) certified. An architect is required for any fire safety areas of scope for the interior space of any building over 3 stories and 600 m2).
- coordinate with **other professional consultants** in the technical areas of architectural, mechanical, electrical, and structural design as required for regulatory building permit approvals
- prepare technical contract documents and administer bid/pricing process.
- review and evaluate construction during implementation and coordinate completion of project with consultant team.
- As well, on some projects an Interior Designer may:
    - act as Project Manager on behalf of the client to manage the project teams through all phases of the project
    - develop and implement a branding and communications strategy
    - undertake feasibility studies on potential facilities and coordinate with real estate professionals

The interior design profession provides services encompassing research, development, documentation, and implementation of an interior environment for the purpose of improving the quality of life, productivity, health, safety and welfare of the public. The interior design process follows a systematic and coordinated methodology.

Research, analysis, and integration of information into the creative process results in a high performance interior environment. With professional fees making up a small portion of the overall real estate/construction costs, hiring a Registered Interior Designer is a smart investment in the successful outcome of the project.

TYPES OF PROJECTS

Typical projects that fall under the scope of services of an Interior Designer include:

- corporate, professional and business offices
- healthcare facilities including hospitals, long-term care facilities, retirement homes, medical, laboratories, dental facilities, and spas
- hospitality spaces including restaurants, bars, nightclubs, hotels, inns, and clubhouses
- retail spaces selling products or services including stores, retail banking, food courts, shopping centres, entertainment venues, showrooms, exhibit designs and marketing centres
- residential spaces including homes, condos, cottages, chalets, and yachts
- public and institutional spaces including museums, galleries, libraries, universities and schools

THE PROJECT TEAM

While Interior Designers work on a specific scope of services, they may act as the Prime Consultant and Project Manager for the client and are trained and experienced at retaining and coordinating with many other consultants or suppliers who may be required to complete the project.

The list of consultants or suppliers an Interior Designer may retain, or assist the client to retain, includes:

- Acoustical consultants
- Architects
- Art consultants
- Audio visual technology solutions consultants
- Building code consultants
- Communications, branding and graphics consultants
- Contractors and/or construction managers
- Cost consultants
- Food Service Equipment consultants
- Filing and records systems suppliers; storage and display systems suppliers
- Furniture and fixtures suppliers
- Lighting consultants
- Market analysts
- Mechanical, electrical, communications and/or structural engineers
- Merchandising and visual display consultants
- Real estate consultants
- Relocation consultants and moving companies
- Security consultants
- Signage and/or wayfinding consultants
- Sustainable building consultants (I.e. LEED or WELL rating systems).

Be sure to consider the project in terms of other consultants whose expertise will be required and the timing and budget implications that need to be incorporated.

HIRING AN INTERIOR DESIGNER

Hiring an Interior Designer usually involves a number of key steps:

1) Develop a design brief or Request for Proposal (RFP) that identifies the project needs, lists the scope of services required and outlines the format for the proponents' response. (Use this guide as a template).
2) Establish a list of potential Interior Designers with relevant experience. Use ARIDO's **Member Directory on BLOG//ARIDO** to check if the interior designer you are considering is Registered or use the BLOG//ARIDO Directory to search by specialty to find local Registered Interior Designers.
3) Interview Interior Designers whose expertise fits the project needs. (This can be done before or after the submission of formal proposals.)
4) Check qualifications and references.
5) Select an Interior Designer and negotiate a fee or issue a Request for Proposal (RFP).
6) Finalize consulting agreements in writing.

COMPLETING THE DESIGN BRIEF

The following is a template with suggested project information that should be included in the design brief to help the interior designer understand your project.

Project Overview

1. Owner Information

Name of organization:

Name of contact:

Address

Phone

Email:

2. Project Information

Project location including street address:

Project start date:

Desired completion date:

Project size (approximate sq. ft.)

3. Nature of Project

- ☐ Refresh
- ☐ Renovation
- ☐ Expansion
- ☐ Relocation
- ☐ New construction

4. Project Category:

- ☐ corporate, professional and business offices
- ☐ healthcare facilities including hospitals, long-term care facilities, retirement homes, medical, laboratories, dental facilities, and spas.
- ☐ hospitality spaces including restaurants, bars, nightclubs, hotels, inns, and clubhouses
- ☐ retail spaces selling products or services including stores, retail banking, food courts, shopping centres, entertainment venues, showrooms, exhibit designs and marketing centres
- ☐ residential spaces including homes, condos, cottages, chalets, and yachts
- ☐ public and institutional spaces including museums, galleries, libraries, universities and schools.

Project Details

5. Background

Describe the organization, its relevant history and factors that led to this project.

6. Project Objectives

Provide a brief overview of this project and the specific end results the organization hopes to achieve.

7. Specific Needs

The following information will give the Interior Designer a better sense of the nature of the project.

a) Specific spaces/areas required:

In order to respond effectively, it is helpful to know the type of spaces or areas that are anticipated in the project:

Workplace specific	
Conference centres	
Copy/reproduction centre	
Data centre	
Cafeteria	
Fitness facility	
Childcare facility	
Broadcast studio	
Labs	
Retail specific	
Product line offerings	

Number of Stock Keeping Units (SKUs)	
Merchandising requirements	
Customer demographics	
Customer experience	
Marketing strategies	
Other (please specify)	

Items highlighted in blue cells are typically retail sector-specific requirements.

b) Custom Furniture & Fixture Design:

On a typical project, Interior Designers use their product knowledge to specify products that meet the project goals. If your project has specific furniture, fixture, or specialty items that you wish to have designed as a complete custom solution, then please describe them here:

c) Other relevant information

Outline and/or provide any other relevant information that may influence the proposed project including relevant corporate policies, standards (e.g. workplace standards) relevant strategies, marketing, branding, graphics, retail fixture guidelines and other business needs and issues:

d) Please review and confirm the **Scope of Services – Interior Design** and **Scope of Services – Design Management**. The Interior Design Services Schedule defines the set of base and optional services an Interior Designer can perform on a project.

If the Interior Designer is to act as the Design Manager, complete the Design Management Services Schedule as well.

Describe any optional services needed:

The Interior Design Services schedule will form part of the consulting agreement. If applicable the project management Services Schedule would also form part of the consulting agreement.

8. Budget and Other Requirements

Estimate Project Budget (if known). Please indicate what is covered by the project budget (e.g construction, furniture/fixtures, equipment, IT, security, consultants' fees, taxes etc.)

$ ___

Construction budget or an estimate construction budget range (if applicable):

$ ___

If specific project insurance is required, including minimum insurance liability requirements, co-insurance requirements or a requirement that certificates of insurance be provided, please specify:

(Note: All Registered and Intern members of ARIDO are required to carry professional liability insurance.)

Other requirements:

8. Information Available to the Designer

Indicate whether existing plans (as-built drawings, architectural drawings and engineering drawings) are available, and whether they are in hard copy or electronic form:

As-builts that are not currently accurate may require the interior designer to visit site and measure the facility.

Proposal Evaluation Criteria

Please list the criteria to be used to assess the Interior Designer's proposal and the weight placed on each criterion. This document is not a formal tender and the rules governing tenders will not apply, thus the lowest cost will not necessarily be a dominant factor for evaluation.

A sample that could be used in evaluating submissions is shown below:

Potential Criteria	**Weighting %**
Creativity and Innovation	10%
Experience and Qualifications of the Project Team -proposed team experience -similar projects experience -key staff availability -multi-disciplinary/specialty services	40%
Project Implementation -approach and methodology -ability to meet project deadlines	20%
Price	20%
Value-Added Services	10%
	100%

9. Proposal Process

Number of copies of the proposal required (electronic or hard copy): ____

Final date, time and location for submissions: ____

Reference information required: _____

Information about required selection interviews: _____

Information about selection process: _____

10. Other relevant information:

SCOPE OF SERVICES

INTERIOR DESIGN

The Interior Design Services Schedule indicates whether a service is a Base or an Optional Service.

Base Services: ARIDO considers these services to be basic service and/or best practice on any project. Unless otherwise removed by the client from the schedule, they will be performed by the Interior Designer and included in the professional fee. Some base services are legislative or regulatory requirements and are therefore deemed mandatory.

Optional Services: These Services may or may not be part of the scope of services. Clients should identify whether they require these additional services. (These services will be costed separately in the professional fee.)

Please review the Scope of Services and do the following:

1. Review the services indicated as Base Services. If a base service is not required, please remove the checkmark in the column entitled Base Services. Items checked with an asterisk (✓*) are mandatory and may not be removed.
2. Circle any Optional Services needed, cross off those that don't apply and provide details in the Project Overview if appropriate.

Because changes in wording are not possible on these two schedules, include all necessary specifics in the Project Overview.

Items highlighted in blue cells are typically retail sector-specific tasks.

Interior Design Services	Base Services	Optional Services
A. PROJECT COORDINATION		
1. Act as Prime Consultant, coordinating the activities of structural, mechanical, electrical, & communications consultants. Prepare scope of work for consultants, RFP's, and review invoices for payment.	✓	
2. Develop RFP and coordinate activities for Audio Visual Consultant.		✓
3. Develop RFP and coordinate activities for signage/wayfinding consultant.		✓
4. Attend initial project meeting to understand: • roles and responsibilities of consultant team members • reporting structures • project meeting schedule	✓	
5. Review current facilities: obtain existing electronic plans from client containing standards and items for re-use, tour site.	✓	
6. Review proposed facilities: obtain electronic base building plans from landlord (if applicable) tour site, review basic building services and systems.	✓	
7. Evaluate feasibility of Qty:_____ alternative sites/ facilities. Provide test fit space plans, site report, engineering report, and comparison matrix.		✓
8. Verify accuracy of base building plans through site verification/measurements	✓	
9. Produce an as-built drawing of proposed facility conditions if not available		✓
10. Manage application process for LEED or WELL or Fitwel certification throughout project		✓
11. Provide meeting minutes and action items for milestone meetings at each design phase.	✓	
12. Establish the type of construction contract (stipulated bid or construction management)	✓	

13. Prepare RFP for Construction Manager (CM). Analyze submissions and award contract.		✓
14. Coordinate and attend up to ____ CM interviews.		✓
15. Prepare Order of Magnitude project budget.	✓	
16. Prepare high level project timeline with milestone dates.	✓	

B. NEEDS ANALYSIS AND PROGRAMMING		
1. Conduct kick-off discussion with project team to understand: • project goals, objectives, requirements • proposed project budget • proposed project schedule	✓	
2. Understand client needs/requirements by gathering information and/or conducting interviews: • current and projected staffing requirements • departmental functions, relationships and adjacencies • facility requirements, such as workplace, common areas, amenities, and special area facilities • special equipment requirements • existing office and furniture standards, individual workspace allocation policies	✓	
3. Understand client needs/requirements by gathering information and/or conducting interviews: • Retail functions, relationship and adjacencies • Special spaces and requirements, such as storage areas, offices and staff rooms • Special equipment requirements; special spaces • Existing facility, furniture, fixture and equipment standards • Current and projected staffing requirements	✓	
4. Develop a retail design direction		✓
5. Develop new workplace space standards for offices and workstations		✓
6. Develop and determine area requirements	✓	
7. Prepare a program of space needs for client approval	✓	

C. SCHEMATIC DESIGN		
1. Coordinate with mechanical, electrical and communication consultants to determine location/adjacency requirements	✓	
2. Coordinate with other specialists if required		✓
3. Prepare stacking plan (if multi-floor site)	✓	
4. Prepare blocking plan identifying group sizes, locations adjacencies	✓	
5. Conduct code compliance review of schematic plan to ensure compliance with authorities having jurisdiction	✓*	
6. Prepare cost estimate scenarios to evaluate alternative schematic design approaches		✓
7. Develop phasing strategies related to moves		✓
8. Prepare one schematic/concept plan identifying interior layout, furniture, and equipment.	✓	
9. Retail concept plan to include department/product lines, sizes, location.	✓	
10. Prepare presentation/image boards		✓
11. Prepare a cost estimate for client approval	✓	

D. DESIGN DEVELOPMENT		
1. Prepare a detailed space plan(s) to reflect approved program and schematic plan. Plans to indicate all built elements and furniture/fixtures/equipment.	✓	
2. Develop conceptual design through sketches, elevations and details	✓	
3. Suggest materials and generic furniture/fixture elements to communicate design concept	✓	
4. Prepare preliminary partition plans, reflected ceiling plans and power/communications plans	✓	
5. Conduct code compliance review of design development to ensure compliance with authorities having jurisdiction	✓*	
6. Prepare preliminary storefront design	✓	
7. Coordinate with project/engineering consultants and client to finalize requirements	✓	
8. Confirm that design concept elements and furniture/fixtures conform to approved budget		✓
9. 3D sketches – Estimate Qty of views:_____		✓
10. 3D Realistic Renderings Estimate Qty of views:_____		✓
11. Finishes & Materials Board		✓
12. Communications/branding/graphics applications		✓
13. Customized solutions (e.g. custom carpet or light fixtures). Please describe:		✓
14. Prepare one design development package for client approval.	✓	

E1. FURNITURE / FIXTURES / EQUIPMENT		
1. Majority of furniture/fixtures/equipment will be re-used. Owner, or owners furniture dealer will provide inventory – coordinate as required.		✓
2. Majority of furniture/fixtures/equipment will be re-used. Develop inventories of existing equipment identified for relocation (including size, model and connectivity requirements)		✓
3. Majority of furniture/fixtures/equipment will be new. Research and propose new options, coordinate samples and attend __ showroom visit(s) with client.	✓	
4. Coordinate with furniture vendor on approved selections, review vendor quotations, coordinate approvals and delivery, review completed installation and identify deficiencies.		✓
5. Coordinate equipment requirements with client & consultant team (e.g printers, copiers, etc.)	✓	
6. Coordinate equipment requirements with client & consultant team (e.g, safe/vault, stockroom racking, conveyor systems).	✓	
7. Prepare preliminary budget for new furniture/fixture items for approval.		✓
8. Prepare furniture/fixture/equipment plans. All items will be tagged & numbered.	✓	
9. Prepare employee name plans and seat assignments in editable PDF or CAD format.		✓
10. Provide custom furniture/fixture design as described in section 7.		✓

E2. FURNITURE / FIXTURE PROCUREMENT		
1. Develop standard footprints, specifications, request for information (RFI), request for proposal (RFP).		✓
2. Coordinate and attend up to four (4) furniture showroom tours and presentations with client.		✓
3. Issue and administer RFI/RFP process with vendors and manufacturers (bidders). Respond to questions and issue clarifications/addenda.		✓
4. Coordinate and attend furniture site tour with bidders.		✓
5. Provide analysis of furniture bid submissions, and prepare and issue furniture procurement contracts		✓
6. Revise generic furniture standards to reflect successful bidder's specifications		✓

F. CONTRACT DOCUMENTATION		
1. Coordinate with consultants to transfer mechanical, electrical and communication information relating to engineering requirements	✓	
2. Prepare contract document package including: • key plan or site plan • demolition plan • partition plan • Reflected ceiling/lighting plan • Power/communications/electrical plan • construction details • elevations and sections • wall and floor finishes plan(s) and schedule(s) • door and hardware schedules • furniture/fixture/equipment plan • general notes and specifications	✓	
3. Review interior design contract documents for compliance with current authorities having jurisdiction	✓*	
4. Prepare contract document package for client approval	✓	
5. Prepare building permit application forms with BCIN number & submit for permit.	✓*	

G. CONSTRUCTION BID/PRICING		
1. Project Manager or Construction Manager will issue and coordinate all bid/tender requirements.		✓
2. Develop and coordinate bid/tender construction documents, including bid forms, bidders list, and contract requirements.	✓	
3. Prepare a list of contractors and review their qualifications with client. Solicit interest and issue bid/tender packages.	✓	
4. Conduct site walkthrough with all bidders.	✓	
5. Provide clarification of issued contract documents to bidders in the form of addenda	✓	
6. Receive bids and provide analysis. Award contract.	✓	
7. Update contract documents if needed to reflect contractual changes resulting from tender process	✓	

H. CONSTRUCTION CONTRACT ADMINISTRATION		
1. Conduct mandatory final inspection as required by authorities having jurisdiction and provide letter of completion.	✓*	
2. Monitor construction progress by attending one weekly site meeting and inspection for construction period as defined in project schedule	✓	
3. Conduct site meetings at set meeting rates upon request from client.		✓
4. Prepare contract administration documents (e.g. change orders, notices) to reflect the intent of approved contract documents and changes to same.	✓	
5. Review submittals (samples and show drawings) for compliance with contract documents.	✓	
6. Review monthly draws/invoices from contractor and provide certificate of payment.	✓	
7. Upon receipt of Certificate of Substantial Performance from contractor, visit site and prepare a list of deficiencies related to interior design.	✓	

I. PROJECT COMPLETION		
1. Conduct final site inspection no later than three weeks after initial date of substantial completion, update deficiency list as required.	✓*	
2. Provide client with a complete record set of interior design plans in electronic PDF and CAD format.	✓	
3. Issue occupancy letter to city to close Permit.	✓	

SCOPE OF SERVICES - DESIGN MANAGEMENT

The previous schedule defines the set of base and optional services that an Interior Designer typically performs on a project.

Some projects may require additional effort to coordinate and manage. These types of projects are typically larger and/or more complex. They may have complex schedules with multiple moves or phases. They may have multiple clients or departments on the owner's side that require organization and regular coordination. Or they may simply want more regular monitoring and reporting and do not have the bandwidth to dedicate an internal resource as point person.

The Design Manager is a role that is undertaken through the lens of the interior designer – using the interior designer's specialized knowledge of a design projects methodology combined with their unique understanding of the client's goals. The Design Manager can work directly with the client, the clients steering committee, the clients project manager, or the client's contractor. It's important to stipulate this arrangement prior to engagement.

Project Management Services	Base Services
A. Project Start-up (& General Services)	
1. Organize an internal steering committee, define roles and responsibilities, required information flow and approvals process.	✓
2. Act as the client's project representative according to the client's reporting structure and responsibilities. Provide timely client approvals on all deliverables.	✓
3. Review and provide feedback on major phase deliverables by all consultants.	✓
4. Establish the type of construction contract (stipulated bid or construction management).	✓
5. Review and provide feedback on OM cost estimate and milestone timeline.	✓
6. Prepare detailed project schedule with internal and external milestones, approvals, lead times, and installation dates. Regularly update and manage schedule.	✓
7. Prepare detailed project budget including all consultant, construction, furniture, move, internal and miscellaneous projects costs. Regularly update and manage budget.	✓
8. Review tenant/landlord agreements in effect.	✓

9. Coordinate all consultants. Prepare RFPs for consultants. Review and determine selection of all consultants with the client.	✓
10. Receive consultant invoices throughout project for review and approval and monitor timely payment.	✓
11. Chair weekly client meetings, issue minutes and track progress on tasks and issues.	✓
12. Attend milestone consultant phase meetings/presentations.	
13. Liaise with landlord on all building requirements, coordinate bookings of elevator, security, or other landlord requirements.	✓
14. Conduct facility turnover inspection with contractor and landlord.	✓
15. Attend site reviews and meetings with consultant team regarding progress to ensure work is in accordance with construction documents.	✓
16. Monitor schedule to ensure progress and fulfillment of contractor agreements	✓
17. Review and obtain client approval on Change Orders.	✓
18. Attend deficiency walkthrough, receive deficiency reports from all consultants and ensure client input is captured.	
19. Ensure that all inspections required by jurisdictions having authority have taken place and deficiencies are rectified prior to turnover to client.	✓
20. Receive all warranties and maintenance manuals from contractors, review with client to establish ongoing maintenance procedures.	✓
21. Receive all as-build documents from contractor(s) and file with landlord, client and maintenance contracts as appropriate.	✓

GLOSSARY OF TERMS

The following terms are often used in the description of Interior Design Services. These terms are provided for general guidance and are not to be taken as definitive definitions of the terms set out.

“ARIDO” means the Association of Registered Interior Designers of Ontario

“BCIN” means “Building Code Identification Number”. The Ontario government requires that anyone submitting designs of any type to municipalities in connection with a building permit must be registered and obtain a designer registration number from the Ministry of Municipal Affairs and Housing. This Building Code Identification Number or BCIN #, is issued to firms and individuals after specific conditions are met including the successful completion of the appropriate Ministry of Municipal Affairs and Housing examinations based on the Ontario Building Code.

“Blocking Plan” illustrates the location of blocks of space, including adjacencies and relative sizes of spaces within a floor plate. Sometimes referred to as a bubble diagram.

“Branding” refers to the identification and communication through a variety of methods of an organization’s essence, identity, image, personality, and/or promise to its customers.

“CAD” means Computer-Aided Design. Sometimes CADD (and Drawing) is used.

“Certificate for Payment” is a certificate issued by the professional responsible for the work to the owner to certify that portions of the work have been completed to the satisfaction of the professional.

“Certificate of Substantial Performance” refers to a certificate issued under the authority of the Ontario Construction Lien Act. The Act describes the conditions under which a contract is substantially performed.

“Change Order” If the decision is made to proceed with additional or different work, a Change Order signed by the owner is provided as an authorization for the change. A Change Order is a change or amendment to the original contract for work. A Change Order authorizes additional work or changes in the work originally ordered. The owner and contractor should sign and exchange a copy of any Change Order indicating and acceptance of the change and the price or credit agreed upon for the change.

“Construction Documents” mean the detailed working drawings that define the work to be constructed. This may include key or site plans, demolition plans, partition plans, power and communications plans, reflected ceiling plans, material and finishes plans, and furniture layout plans as well as elevations, sections and details, along with general notes and specifications and the drawings of associated consultants.

“Contemplated Change Order” When contract documents require clarification, or when changes are contemplated, the consultant is responsible for issuing further instructions to the contractor. If the additional instructions mean changes to the contract price and/or contract time, a proposed change or change directive should be issued for pricing by the contractor. A Change Order will then be issued authorizing the work to be carried out during construction phase.

“Contract Documents” means the set of documents that form a part of the legal contract for services between two or more parties. These typically include detailed instructions to the contractor, tender forms, construction documents and specifications.

“Contract Administration” means the set of services which may include developing and monitoring schedules and construction costs; ensuring construction is completed in conformance with contracts and design intent; liaison with contractors and consultants throughout the course of construction; reviewing shop drawings and

submissions from the contractor; observing and commenting on construction progress; approving payments; monitoring move-in and furniture installation, issuing deficiency reports and monitoring rectification and conducting required post-occupancy evaluations.

“Design Development” refers to the stage in a project involving space planning and the development of the design concept. This stage outlines the detailed organization of the space and illustrates the end result in terms of the ‘look and feel’ of the space.

“Finishes means the colours, materials and products (e.g. paint and floor coverings) utilized on a project.

“Key plan” shows the location of the proposed project in the context of a large building or facility.

“LEED” means Leadership in Energy and Environmental Design. LEED ratings distinguish building projects that have demonstrated a commitment to sustainability by meeting higher performance standards in environmental responsibility and energy efficiency. Submission of a project for consideration must include detailed documentation of performance standards that are technically reviewed before being awarded Certified Silver, Gold or Platinum ratings. The LEED system is administered in Canada by the Canada Green Building Council.

“Occupancy Permit” refers to a permit issued by the Chief Building Official (or a person designated by the Chief Building Official), authorizing occupation of a building. The Ontario Building Code outlines the conditions necessary to receive such a permit.

“Ontario Building Code” is a regulation made under the Building Code Act. The Code is a set of minimum provisions respecting the safety of buildings with reference to public health, fire protection and structural safety.

“Partition” means a wall which does not support a vertical load of a structure other than its own weight, but may support loads attached to it such as cabinetry, shelving or grab bars, and does not extend further than from the floor of an interior area of a structure designed for human habitation or occupancy, to the underside of the deck of that structure.

“Prime Consultant” means the consultant who is retained directly by a client to coordinate the work of other specialists and consultants.

“Project Manager” means the person assigned by the client with authority to manage a project. This includes leading the planning and the development of all project deliverables. The Project Manager is responsible for managing the budget and schedule and all project management procedures (scope management, issues management, risk management, etc.)

“Project Outline” is a template setting out specific information about the client, the project and the needs of the client.

“Program of Space Needs” refers to the document that organizes and interprets the information gathered in the programming phase.

“Programming” means the scope of work which includes, but is not limited to, conducting research, identifying and analyzing the needs and goals of the client and/or occupants(s) of the space; evaluating existing documentation and conditions; assessing project resources and limitations; and identifying life, safety and code requirements.

“Reflected ceiling plan” means a ceiling design that illustrates a ceiling as if it was projected downward and may include lighting, power and other elements.

“Scope of Services” is the listing of the services that are to be performed in the project.

“Terms of Reference” is a template setting out specific information about the owner, the project and the needs of the owner.

“Schematic Design” means the graphic layout and presentation of the space planning strategy. A schematic plan outlines the areas and blocks of space including blocking, stacking and adjacencies.

“Space planning” means the analysis and design of spatial and occupancy requirements, including but not limited to, space layouts and final planning.

“Specifications” means the detailed written description of construction, workmanship and materials of the work to be undertaken.

“Stacking Plan” illustrates the use of space on a floor by floor basis.

“Sustainability” means the practice of using natural resources responsibly, so they can support both present and future generations.

“Wayfinding” is a succession of guides comprising signage and other visual, audible and tactile elements. Good wayfinding helps users get from point A to point B.

“WELL” means the International WELL Building Institute (IWBI). the WELL Building Standard is a standard for buildings, interior spaces and communities seeking to implement, validate and measure features that support and advance human health and wellness.