

CHANDOS CASE STUDY

AT A GLANCE

BUDGET

\$6 million

ESSENTIAL UPGRADES

An entire new building exterior and interior fit out was completed including child daycare services, medical and dental services, office administration, and education services.

THE BEGINNING

A complete renovation of an old 1940s warehouse in downtown Calgary.

IN THE END

A lasting relationship between Chandos and the team at Calgary's Urban Project Society.

WHAT, WHY, AND IMPACT

Since 1989, Calgary's Urban Project Society (CUPS) has helped Calgarians overcome adversity and build resilience that spans generations. Their expanding team required a larger facility before their existing lease agreement ended.

CUPS is a non-profit organization which provides counselling, medical, education, and child services to some of Calgary's most vulnerable citizens. CUPS programs and services support healthy brain development that improves lives for generations to come. Their team focuses on building resilience and creating lasting change through an integrated approach. The transition between old facility and new facility had to be seamless with little impact to their clientele.

"Chandos played a key supportive role during this process, providing CUPS with useful information to assess alternative concepts and scopes, while demonstrating patience with our extended timelines," said Robert M. Feick, CUPS Board of Directors Relocation Subcommittee Chairman.

It was a complex project involving medical clinics, a dental clinic, licensed child education facilities, a rooftop playground, administration areas, a tight timeline, and a tight budget. Additionally, building renovations required an understanding of what CUPS programs and services provide for the low-income and marginalised populations the organisation serves.

This was a project that will have lasting and historic impact for the City of Calgary, the community's most vulnerable citizens, and our province at large. Both the Mayor of Calgary and Premier of Alberta stated, "Because of this project, the quality and scope of work that CUPS does for the marginalized and vulnerable Calgarians has improved dramatically."

Over the years, our Chandos team has remained close with the team at CUPS; joining together for an annual holiday gift wrap, supporting their fundraising targets, and more. Our commitment to supporting the communities we build in.



THE CHALLENGES

- The additional scope of work including structural upgrades due to unforeseen conditions at the time of purchasing the building and new site services upgrade.
- A broad range of diverse construction needs including a medical clinic, dental clinic, childcare centre, family development centre, administration, clinical observation room, kitchens, rooftop playground, and counselling rooms.
- A completed facility in time for occupancy before their lease on their existing facility expired, enabling CUPS to deliver services to citizens uninterrupted.

THE FIXES

- The use of Project Management and GANTT chart software to track the critical path were the primary tools used to manage the schedule as well as an onsite whiteboard (pull plan) system for the trades to track daily and weekly objectives.
- The project was broken into 13 different tender packages to allow each of the customer user group influence into the ongoing project.
- Assisted with contacting local companies and suppliers for in-kind gifts.
- Self-performed major items to help contribute to the scope control.



Chandos took our mission and not only embraced it but talked with all the contractors about what we do and how we help. This brought a sense of purpose and understanding that truly did tie us all together and embedded a relationship that continues today. ”

Carlene Donnelly,
Executive Director CUPS