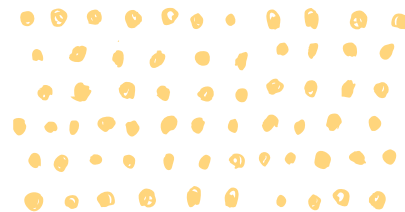




VTCC ON THE MOVE

Supporting Compassionate Care



Patient perspectives • The kids at VTCC are surrounded by people who have hope for them, which might not be the case at home. It's a safe place where they can learn to grow, develop self-awareness and go through their treatment without somebody being judgmental. That's huge for them! — Parent of current VTCC patient

Preparing for change

Providing individualized, compassionate care requires thoughtfully designed spaces – not only for children and families, but for our team. Virginia Treatment Center for Children's new facility will offer a variety of workspaces and places to recharge adjacent to clinical program areas.

- The collaborative core is in the heart of the building, promoting stronger communication and relationships. Only steps away from inpatient areas, it's designed for education, training and collaboration, with media boards, conference rooms and spaces for breaks.
- The collaborative core also will have seating and tables; an overnight room; offices for faculty, fellows, psychologists, social workers, trainees and other staff that have primary responsibility for inpatient services; as well as cubicle spaces for residents and trainees. Faculty and providers who spend most of their time in outpatient will have their offices located in the outpatient area.
- Nearby, an administration area will house offices, conference rooms, medical records and research space for those involved with the Commonwealth Institute for Child and Family Studies, supporting behavioral health research and data storage.

New place, new space: family-friendly

VTCC's new facility creates a welcoming and healing environment for patients and their families with family-designated spaces adjacent to the main waiting area, in the outpatient wings, on the inpatient units, and within the Children's Mental Health Resource Center. Outside, families have access to a public courtyard for quiet reflection and fresh air. Inside, they can spend time together in individual and shared spaces, all designed around three essential patient needs:

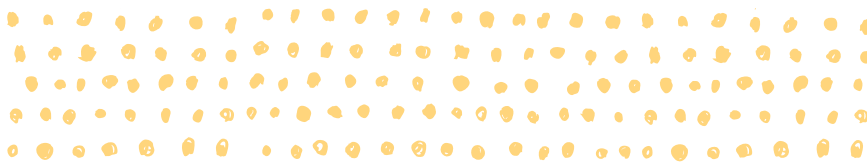
Assurance: communicating trust and confidence

Advocacy: sharing their journey with others that can assist in a supportive way

Empathy: nurturing human contact and reassurance

These spaces will be comfortable and accommodating, encouraging visits from family and loved ones (flexible times, based on individual patient needs) and overnight stays for parents, when clinically appropriate. Large window seats convert to beds in inpatient rooms, and there is a family lounge, locker area and separate restroom for bathing. Here, the entire family can stay involved in treatment and care.

VTCC ON THE MOVE



NEW VTCC FAST FACTS

Planned with separate intake and waiting rooms for inpatient and outpatient services

INPATIENT ROOMS:

designed for safety and dignity

- Private rooms with private bathrooms, using sensors to improve safety
- Furniture mounted to the floor and designed to reduce safety risks
- Bathroom doors that can be locked open or shut with a key
- Exterior doors designed to avoid barricading
- Music piped in and controlled by the nurses station
- Water shut-off outside each room

OUTPATIENT ROOMS:

designed for flexibility, teaching and training

- Kiosk registration upon entering the building
- Additional therapy rooms to accommodate more appointments
- Special rooms for family and group therapy, and play therapy, with one-way observation viewing for teaching and consultation
- Expanded nursing stations and specimen collection areas
- Multiple waiting areas, keeping families close by their therapist or psychiatrist

Team member spotlight

Mary Schell, Connee Bethel, Sandy English and Val Charron
Nursing

How were you involved in planning?

We attended initial planning meetings and shared ideas from a direct care staff perspective.

What does the move mean to your team? We will no longer have to reassure new patients and families that despite the cinder block walls and dark hallways, the VTCC is a place of healing. The new building will match the work we do – it will be bright, innovative, and filled with hope and love. And, we will be better equipped to meet the growing demands for mental health services in an environment that supports our individualized approach to patient care. In the new space, we will continue to recognize the effects of trauma on children, and work collaboratively with patients to learn how to cope in healthy and safe ways.

Connect and collaborate

As part of the Brook Road campus, VTCC will work alongside rehabilitation services for children. The campus is already home to a 44 bed Transitional Care Unit for children with medical conditions that require both medical and nursing care, and special equipment or services. It also houses dentistry, feeding services and speech, occupational and physical therapy.

Town Hall meeting

VTCC's next Town Hall meetings are September 26 at 8 a.m. and 3:30 p.m. in CR1, and September 27 at 10:30 p.m. in CR3. New facility tours are offered on the first Thursday of each month at 4 p.m. Registration is required: Dana.Schultz@vcuhealth.org.

Please submit questions at chrichmond.org/vtccquestions.

* Moving tips

We anticipate moving in mid-January, over a three-day period. Don't wait until December to prepare! Continue sorting through your things, taking home items that won't make the move, and ask your team leader about your group's transition plan.