

The Crisis Stabilization Unit

A Melissa's House Restoration

Partnerships that Work



melissa's house
restoring hope

The Netcare Access Crisis Stabilization Unit is a temporary safe haven for individuals in the midst of a mental health crisis, but not in immediate need of hospitalization. Adults are referred here from Netcare Access crisis centers, hospitals, police departments, and from self-check in. Individuals are admitted on a voluntary basis and typically stay two to four days. A multidisciplinary treatment team provides clients with the support services they need. The residence can house nine individuals at a time.

“Melissa's House helps us focus on the way we appear to the clients when they are the most vulnerable. In addition to directly improving the care by providing a beautiful environment, and being the spark that inspires investments from other sources, it helps improve the quality of the workplace and retention of our staff.”

- Carrie Wirick
Netcare's Director of Community and Adult Residential Services

Melissa's House Grant: \$32,000

The Goal:

Because the Crisis Stabilization Unit is a short-term facility, it gets a lot of traffic, close to 900 clients each year. That has taken its toll on the living spaces, bathrooms and common areas. Our goal was to update these spaces to better accommodate the flow of residences and enhance the overall warmth of the unit.

The Solution:

The project was divided into two phases. Phase 1 included full bathroom makeovers, painting, flooring, electrical updates and all new furniture. King Business Interiors donated their time and talent to refresh this space. They incorporated a cool, earth tone palette throughout the house in order to create a calm and relaxing atmosphere. Furnishings and layouts were selected that were both comfortable and inviting but could also hold up under extensive use.



The Restoration:

The rest rooms were torn down to the studs and turned into single use units in order to enhance resident's privacy. In addition, the bathrooms were updated in order to be fully handicap accessible. The existing floor and wall tile was replaced with new wood like floors and fresh paint. The dated sinks, vanities, mirrors and lights were also upgraded. The result was a far more aesthetically pleasing environment that also offered more privacy for its users.

The wood look vinyl floors carried over into the sleeping area renovations as well. Hallways were painted a neutral shade of beige and a chair rail was added to the walls as a decorative element. Accent walls in patient bedrooms were painted a calming shade of green and doors were refinished as needed. Bright floral artworks in shades of purple were hung, adding a bright pop of color to these rooms. The overall effect of this work was a more cohesive and updated look for the corridors and a brighter atmosphere for patient bedrooms.

Shared offices were renovated as well. The same color palette was used in this area. New furnishings created a brighter, updated space for workers, which is also more functional.

Most dramatic is the refresh to the Community Room. The goal for this space was to create a more inviting, homelike feel for patients, their guests and staff to relax, eat and gather. A beautiful new, area rug in muted shades of blue, orange and yellow anchors the space. The wood vinyl floor was extended to this area too, adding warmth to the space. Old, existing chairs were replaced with large, comfortable chairs ideal for lounging. The leather, vinyl-like upholstery in shades of grey looks great but is easy to clean and durable. Existing tables for eating were replaced with smaller, square, wood top tables which are light weight so they can be moved to allow for separate eating areas or easily pushed together for large groups. Dining chairs in a Polymer finish add to the contemporary feel of the room and are easy to maintain. A flat screen TV sits atop a walnut finished bureau while artwork featuring bright florals in shades of blue, green and purple hang on the walls, pulling the room together.



The Result:

The institutional feel of the Crisis Stabilization Unit has been replaced with warmth and a more home like setting. The space now feels cohesive and works well to accommodate clients frequently moving in and out. Phase Two will include renovations in the gymnasium and the creation of an outdoor courtyard that will include a healing garden and possibly a labyrinth.

“ I like the warm atmosphere everything brings. The décor of the facility makes you feel like you are not so much in a hospital setting. ”

- James
former resident who spent 3 days in the Crisis
Stabilization Unit

