

Kathy Regan Change Story

When Kathy, the Director of the Cambridge Child Assessment Unit began her culture change process toward restraint/seclusion elimination, one of the first places she started was to take down the off-putting 'visits hours' sign on their unit's front door and replacing it with a large, cheerful, "Welcome, We are Glad you are Here!" sign. Visiting hours were eliminated and families were encouraged to come when they could. If a parent wants to come for dinner or breakfast or even spend the night, the service is glad to have them. Families are valued and recognized as key component of a youth's treatment success.