

case study

Transforming Behavioral Health Spaces with Gerflor USA's Innovative Solutions

Connections Health Solutions is a national leader in behavioral health services, specializing in Crisis Stabilization Centers that provide emergency psychiatric care for individuals experiencing mental health crises. Their newest facility, located at 1100 S. Cameron Street in Harrisburg, PA, was designed by the renowned architecture firm Stantec. Led by Jon Sell, Stephen N. Parker, AIA, NOMA, NCARB, LEED AP, and Christine M. Walsh, IIDA, LID, RID, Stantec's team developed a facility that aligns with Connections' mission of rapid crisis intervention and compassionate care.

CHALLENGES ACHIEVED BY CONNECTIONS HEALTH SOLUTIONS

Pennsylvania's first state-of-the-art emergency behavioral health crisis walk-in center serves adults and youth ages 14-18, offering 24/7/365 emergency behavioral health care access regardless of insurance, referral, or financial circumstances.

Ensuring that individuals receive care within 90 minutes requires efficient intake processes, adequate staffing, and streamlined coordination.

A core principle of Connections' approach is ensuring that individuals receive care within 90 minutes and are stabilized within 24 hours whenever possible.

Their crisis stabilization model prioritizes a safe, treatment-oriented environment where providers and peers with lived experience support individuals in crisis.

- Timely Access to Care
- No Financial and Insurance Barriers
- Creating a Safe, Treatment-Oriented Environment
- Integration of Peer Support
- Serving Both Adults and Youth (Ages 14-18)

IMPACT ON CRISIS STABILIZATION OUTCOMES

The 23-hour observation unit at the Harrisburg emergency behavioral health crisis walk-in center is designed to provide rapid assessment, treatment, stabilization, and proactive discharge planning.

By integrating sensory-sensitive strategies and evidence-based design, the facility fosters a therapeutic environment that aligns with Connections' goal of stabilizing and releasing 65-70% of clients without hospitalization.

Stakeholders have highlighted the warm, biophilic care environment as a key factor in promoting patient stabilization and recovery.

The combination of evidence-based design and patient-centered safety objectives results in an atmosphere that reduces stress for both patients and staff.

DESIGN + MISSION

Connection Health Solutions values are integrated into the design itself where honoring the human is central to their mission.



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For over 80 years, Gerflor has been a trusted provider of high-performance healthcare flooring solutions. Our behavioral health, clinic and hospital flooring and wall products are designed to enhance patient well-being and safety while offering antimicrobial properties that support infection control and superior maintenance efficiency.



GERFLOR'S ROLE IN CRISIS STABILIZATION DESIGN

As a global manufacturer specializing in flooring and integrated wall systems for healthcare environments, Gerflor USA brings unique expertise to behavioral health spaces. In collaboration with Stantec and Connections Health Solutions, Gerflor contributed innovative solutions that support safety, durability, and therapeutic design in the Observation Unit.

Behavioral health facilities require pick-resistant surfaces that are easy to maintain and highly durable. However, these spaces also benefit from "Positive Distraction" elements—design choices that help calm clients and reduce stress.

Gerflor's contribution to the Harrisburg facility centered around integrating high-resolution local photography into its wall protection system. The design team created a durable and soothing environment by digitally printing local imagery onto Gerflor's dense, impact-resistant wall panels.

CONCLUSION: "IT'S JUST SO POWERFUL"

By partnering with Stantec and Connections Health Solutions, Gerflor USA has helped create a space that prioritizes safety while fostering healing and hope. The Harrisburg Crisis Stabilization Center stands as a testament to the power of thoughtful design in behavioral health care.

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