

**CHAPTER 282. VETERANS HEALTH ADMINISTRATION - SOCIAL WORK SERVICE**

**CONTENTS**

<u>PARAGRAPH</u>	<u>PAGE</u>
282.01 Approval of Criteria.....	282-1
282.02 Definition.....	282-1
282.03 Program Data Required .....	282-1
282.04 Space Determinations .....	282-1
282.05 Operating Rationale (Basis of Criteria) .....	282-2
282.06 Design Considerations .....	282-3

Distribution: RPC: (to be assigned)  
FD



**CHAPTER 282. VETERANS HEALTH ADMINISTRATION - SOCIAL WORK SERVICE**

**282.01 APPROVAL OF CRITERIA**

Space Planning Criteria approved by the Department of Veterans Affairs (VA) on November 2, 1994.

**282.02 DEFINITION**

a. Social Work Service is responsible for helping patients and families cope with the crises of illness by ensuring continuity of care through the admission, evaluation, treatment and follow-up processes. Aspects of care include discharge planning, care coordination and case management services, psychosocial treatment, community services coordination and development, financial and vocational planning, patient education and post-discharge follow-up.

b. Social Work Service provides services in special programs for the homeless, the aged, AIDS patients, Persian Gulf veterans and their families, as well as patients in all inpatient and outpatient programs. Social Work staff also participates in multidisciplinary research projects as well as research focused on specific social work programs.

Social Work Service also operates a comprehensive clinical training program for social work students.

c. Refer to the following space planning criteria chapters that also provide office space for social workers:

- (1) Chapter 100, MS&N Nursing Units
- (2) Chapter 104, Spinal Cord Injury Center
- (3) Chapter 106, Nursing Home Care Units
- (4) Chapter 110, Mental Health and Behavioral Patient Care Units
- (5) Chapter 202, Substance Abuse Clinic
- (6) Chapter 260, Mental Health Clinic
- (7) Chapter 261, Day Treatment Center
- (8) Chapter 262, Ambulatory Care (Hospital Based)
- (9) Chapter 300, Day Hospital
- (10) Chapter 316, Dialysis Center

**282.03 PROGRAM DATA REQUIRED**

a. Staffing projections by categories (not to include those allocated under space criteria chapters listed in paragraph 282.02c above.).

b. Will all social workers and social work associates have dedicated computer terminals?

c. Will Social Work Service have a photocopier?

**282.04 SPACE DETERMINATIONS**

**a. Social Work Service Office Suite**

The following space should be provided for all Social Work Service staff not assigned to and/or located in other services (e.g., nursing units, ambulatory care, etc.).

- (1) **Office, Chief, Social Work Service** ..... 13.9 NSM (150 NSF)

(2) **Office, Clerical Support Staff**

(a) **Secretary/Files** ..... 11.2 NSM (120 NSF)

(b) **Secretary/Clerk** ..... 7.4 NSM ( 80 NSF)  
each

(c) **Office Support Equipment** ..... 8.4 NSM ( 90 NSF)

(d) **Multi-user ADP Workstation** ..... 3.7 NSM ( 40 NSF)

(3) **Photocopier Room**..... 4.7 NSM ( 50 NSF)  
(Provide only when Social Work Service has their own photocopier.)

(4) **Office, Social Worker or Social Work Associate** ..... 11.2 NSM (120 NSF)  
each

(5) **Office, Social Work Intern(s)** ..... 12.1 NSM (130 NSF)  
(When there is an odd number of interns, provide one  
office at 7.0 NSM (75 NSF).) each

(6) **Meeting Room** ..... 8.4 NSM ( 90 NSF)

(a) Fewer than 10 total Social Work Service FTE..... None

(b) 10 to 20 total FTE ..... 1 room

(c) 21 or more total FTE ..... 2 rooms

(7) **Waiting Area** ..... 4.7 NSM ( 50 NSF)

(a) Add 1.4 NSM (15 NSF) for each full-time social worker  
and social work associate.)

(b) Maximum = 11.1 NSM (120 NSF).

(8) **Conference/Classroom** ..... 27.9 NSM (300 NSF)

(a) **NOTE:** Dedicated conference/classroom space is required only when  
shared conference space is not available in an adjacent service.

(b) **Storage Closet, Audio-Visual Supplies** ..... 1.9 NSM ( 20 NSF)

**282.05 OPERATING RATIONALE (BASIS OF CRITERIA)**

a. Social Work Service functional requirements depend primarily on staffing projections.

b. Space for Social Work Service offices are based on the use of:

(1) Modular furnishings to maximize space utilization and provide handicapped accessibility.

(2) State of the art office automation equipment.

c. Space for a dedicated meeting room(s) is provided for those meetings (e.g., residential care team meeting) in which the number of participants cannot comfortably fit in a 11.2 NSM (120 NSF) office. These often involves scheduling the participation of a patient, family member(s), other Department of Veterans Affairs (VA) staff and non-Department of Veterans Affairs (VA) staff (e.g., community nursing home staff).

d. Explanations for various spaces within Social Work Service are as follows:

(1) **Secretary/Files** - Accommodates a workstation (with typewriter) for one secretary/clerk, two computer printers (one laser and one dot-matrix) and file cabinets.)

(2) **Office Support Equipment** - Accommodates a fax machine, bulletin board, staff mail slots and storage cabinets for office supplies.

(3) **Photocopier Room** - Accommodates a small, table model photocopier.

(4) **Office, Social Worker or Social Work** - Includes assistant chiefs, supervisors and program coordinators.

(5) **Office, Social Work Intern(s)** - Accommodates two interns providing each a 1220 mm (48") work surface with overcounter storage cabinet, a shared computer terminal and sufficient open floor space to interview one patient in a wheelchair.

(6) **Meeting Room** - Accommodates meetings involving up to 6 participants, e.g., patient, family member(s), Social Work Service staff, staff member(s) from another VA service (e.g., RMS) or from non-Department of Veterans Affairs (VA) services (e.g., community nursing home).

(7) **Waiting Area** - The base space accommodates 2 seats and open floor space for one wheelchair and a display case patient information literature.

(8) **Conference/Classroom** - This room will accommodate staff training and meetings as well as group therapy sessions for patients.

## 282.06 DESIGN CONSIDERATIONS

a. Figure 282.F1 provides the intrafunctional relationships within the Social Work Service Suite.

b. Figure 282.F2 provides an interfunctional relationship matrix between Social Work Services and other health facility departments or services where interaction can be expected.

c. All offices for Social Work Service staff, except those staff assigned to other services (e.g., nursing units), should be grouped together in the same office suite.

d. The Social Work Service office suite should be easily accessible by inpatients and outpatients.

e. The waiting area should be visible from the secretary's office.

f. **UFAS** - Social Work Service must comply with the Uniform Federal Accessibility Standards (UFAS), Public Law No. 90-480, 42 U.S.C. 4151 -4157, and the Department of Veterans Affairs (VA) Barrier Free Design Handbook, H-08-13.

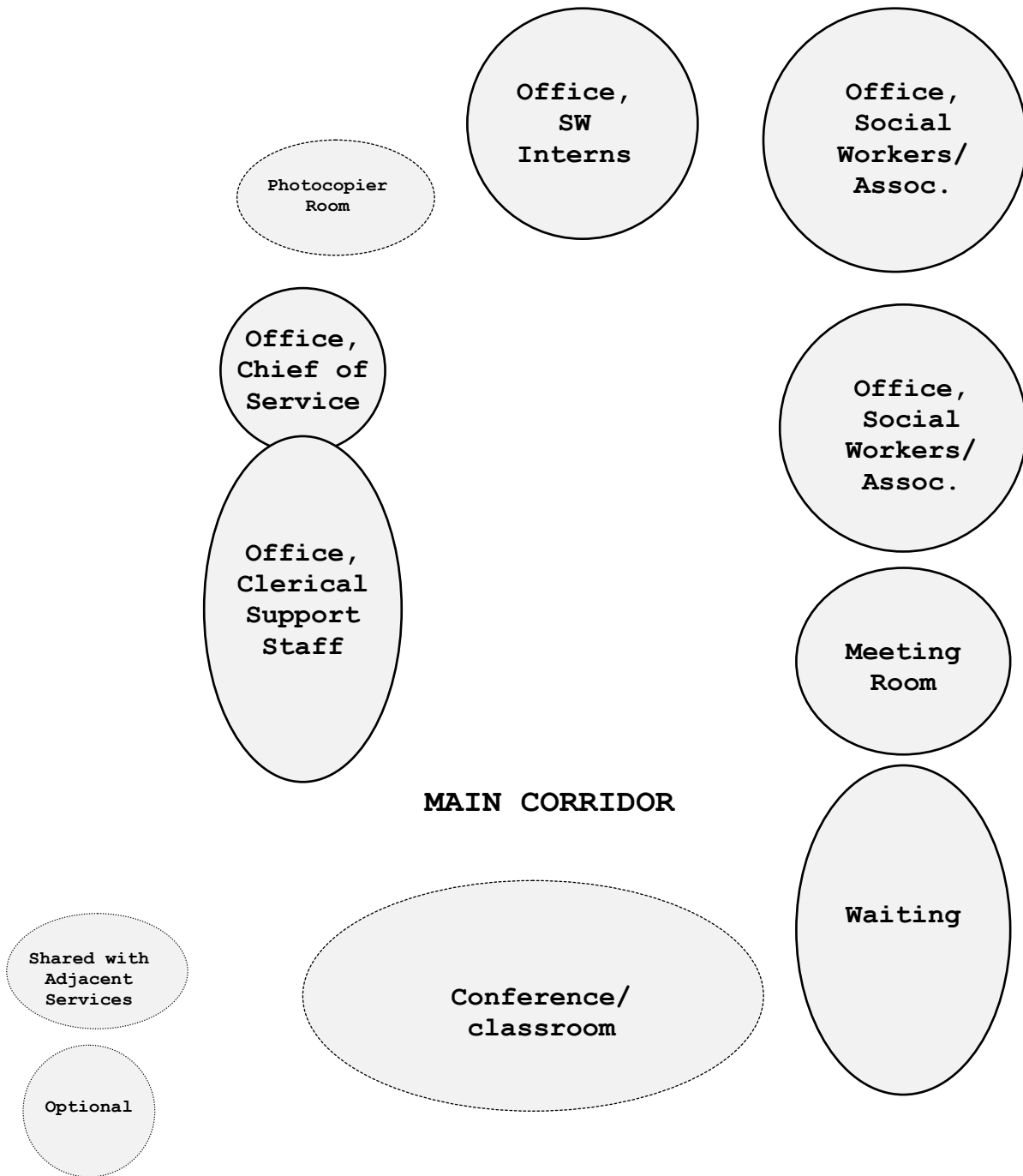


Figure 282.F1 Intrafunctional Relationships within the Social Work Service Office Suite

**INTERFUNCTIONAL RELATIONSHIPS MATRIX**

(Relationship of **Social Work Service** to Services listed below:)

<u>Service</u>	<u>Relationship</u>	<u>Reasons</u>
Ambulatory Care	2	G,H,I
MS&N Patient Care Units	3	G,I
SCI Center	3	G,I
Nursing Home Care Units	3	G,I
Mental Health & Behavioral Patient Care Units	3	G,I
Drug Dependence Treatment Clinic	3	G,I
Mental Health Clinic	3	G,I
Day Treatment Center	3	G,I
Day Hospital	3	G,I
Dialysis Center	3	G,I
Engineering Service	X	D,E

**PHYSICAL RELATIONSHIPS BETWEEN SERVICES**

<u>Symbol</u>	<u>Relationship</u>	<u>Description</u>
1	Especially Important	Essential for services to be adjacent.
2	Important	Services to be in proximity, on the same floor.
3	Limited Importance	Services within the same building but different floors acceptable.
X	Undesirable	Separation desirable.

**Reasons**

**(Use as many as appropriate)**

- |                               |                          |
|-------------------------------|--------------------------|
| A- Common use of resources    | G- Sequence of work      |
| B- Accessibility of supplies  | H- Patients' convenience |
| C- Urgency of contact         | I- Frequent contact      |
| D- Noise or vibration         | J- Need for security     |
| E- Presence of odors or fumes | K- Others (Specify)      |
| F- Contamination hazard       | L- Closeness inappro     |

**Figure 282.F2. Interfunctional Relationship Matrix  
Social Work Service**