

Dear OSH Family and Friends,

Maintaining connections with family and friends can be an important part of a patient's recovery. One way that you can show your support is through visitation. Included with this letter you will find our visitor application and information useful to all approved visitors. Please review this information to ensure your visit is a positive one.

You can find additional information at www.OSHFriends.com. If you have questions about the visitation process, please contact our reception team at 503-945-2800 in Salem and at 541-465-2554 in Junction City or by calling OSH Ombuds and Family Services at 503-947-8109.

Types of Visits: *

In Person Non-Contact:

Due to higher safety and security requirements, visits to patients on HLOC units in Salem and Junction City will be non-contact only. This means that a clear partition will separate visitors and patients, and they will communicate with a phone. There is a limit of 1 adult visitor per patient for HLOC visits, and 1 adult and up to 4 minors during child visitation.

In Person Contact:

Patients on SRTF units (Bridges 1, 2, and 3 in Salem and Forest 1, 2, and 3 in Junction City) no longer require a hospital level of care, and safety and security risks are lower for this patient population. As a result, visits with patients residing on SRTF units will occur at a table in the hospital's café, with the patient on one side of the table and the visitor(s) on the other. Visitors and the patient may greet each other with a brief hug at the beginning and at the end of the visit. Other contact is prohibited. There is a limit of 4 adult visitors per patient for SRTF visits, and 2 adults and up to 4 minors during child visitation.

* In-person visitation may be limited by unit or hospital wide due to medical restrictions because of communicable disease, or for safety and security reasons.

Virtual/Video:

Virtual, or video, visits through Microsoft Teams are available at no cost to all patients and their approved visitors. Patients can request a video visit with staff on their unit. Staff will email the visitor a link to the virtual visitation room in advance.

Scheduling Your in-Person Visit

In Person Contact and Non-Contact Visits

Due to space and staffing limitations, in-person visits must be scheduled at least 24 hours in advance. Visits cannot be scheduled in person at the reception window. Approved visitors can schedule their visit by calling OSH reception at 503-945-2800 in Salem and 541-465-2785 in Junction City. Please have a few dates and times in mind if your first choice is not available. When you call to schedule your visit, Reception staff will ask you for the following information:

- The name of the person you want to visit.
- The names of all visitors planning to attend, including any minors.
- Your phone number, in case we need to reschedule visits for any reason.
- Your preferred visitation date and time, with alternatives if your preferred time is not available. See the visitation schedule for more information.
- ADA accommodation requests and/or requests to bring essential medical items or devices (ex: asthma inhalers, walkers, canes) into the visitation area.

If you need to cancel or modify your visit, call the reception numbers provided above. Modifications depend on staff and space availability. Staff will notify you as soon as possible if a patient declines to visit.

The Day of Your in-Person Visit

Please arrive for your visit at least 15-20 minutes before your scheduled visit to allow for screening time. You will be asked to put all personal items, hats, scarves,

overcoats, and excessive layers of clothing, etc. inside a locker. The screening process for all visitors includes:

- Visitors will be asked to take off their belt and shoes, which will be searched and scanned through the X-ray machine.
- Visitors will be asked to turn out their pockets.
- Visitors will then be scanned by Security with a metal detector wand.
- If the metal detector wand alerts Security of the presence of metal, the visitor may be asked to comply with a pat down search. The visitor cannot be forced to be patted down, but refusal will result in the visit being cancelled.
- If Security has a reasonable concern that the visitor is harboring contraband, they may ask the visitor to comply with a pat down. The visitor cannot be forced to be patted down, but refusal will result in the visit being cancelled.

Non-contact visitors will be escorted to the non-contact visitation area where there are visitation bays set up with a clear partition separating visitors and patients. The visitor and patient will communicate through a phone.

Contact visitors will be escorted to the contact visitation area, where they can greet the patient they are visiting with a brief hug. Visitors will sit on one side of the table and the patient on the other. During a contact visit:

- Visitors and patients must stay at their tables and may not roam the visiting area.
- Children may leave the table if they play quietly and stay near the visitor.
- Visitors may not give the patient access to any items they may have brought with them through the secure perimeter. This includes baby bottles, blankets, etc.

At the end of the visit, visitors will be escorted back to the lobby.

All patients and visitors must follow all visitation guidelines during a visit, or the visit may end early and lead to additional restrictions on the ability to visit in the future.

Child Visits

Children are allowed to participate in video visits if they are an approved visitor and if they are joined by an approved adult visitor. Please be aware that depending on where the video visit takes place on the patient's unit, people walking by may be able to see who is on the screen.

In person child visits are scheduled for specific times and locations, separate from adult visits. Children younger than 18 are allowed to visit when:

- The child's legal parent or guardian has completed a minor visitor application, which OSH has approved.
- The child is always accompanied by an approved adult visitor, including during virtual/video visits.
- Strollers, baby carriers, and car seats are prohibited from entering the secure perimeter.

During child visits, patients residing on an HLOC unit are allowed 1 adult visitor and up to 4 children at a time. Patients residing on an SRTF unit are allowed 2 adult visitors and up to 4 children at a time.

Special Arrangements

Requests for special arrangements, including extended visits, visits outside of normal visitation hours, and photos with your family members must be made at least 7 business days in advance. You can make your request by calling the reception desk or by contacting Ombuds and Family Services at 503-947-8109. Approval is not guaranteed and depends on the nature of the request and resource availability.

Visitor Cottage

To encourage visitation of people who live 150 miles or more from the hospital, we invite them to use the Visitor Cottage for overnight stays. Use of the visitor cottage is by reservation only. Reservations can be made by contacting OSH Ombuds and Family Services at least 5 business days in advance. To ensure access to everyone who needs it, the maximum stay is 3 nights in a 30-day period.

The cost of staying in the cottage is \$10 per day, per room. This fee helps maintain the cottage and the OSH Family Travel Fund, which is used to assist patient visitors when travel presents a financial hardship. Part or all of this fee may be waived with approval from OSH Ombuds and Family Services.

Guests are assigned a private bedroom, but common areas of the cottage (living room, dining room, kitchen, and bathrooms) are shared between all cottage guests. There may be multiple families using the cottage at one time.

Visitors use the space at their own risk. OSH is not liable for infections conditions that may be transmitted by individuals who do not follow the hospital's self-screening process. For questions about use of the Visitor Cottage and for ADA accommodation requests, please contact OSH Ombuds and Family Services.

Visit www.oshfriends.com for more information.



Oregon State Hospital Adult Visitor Application



Instructions: Fill out this application with your personal information. Missing or illegible information may lead to a delay in the application process. This form contains your personal information.

Submit your application:

- Hand deliver to reception staff on either campus
- Fax Salem: 503-945-2807
Junction City: 541-465-3007
- Email this completed form
Salem: SalemOSH.CommCenterLEDS@odhsoha.oregon.gov
Junction City: JC.BusinessServices@odhsoha.oregon.gov
- Mail to:
Salem Patients:
[OSH RECEPTION](#)
[2600 Center Street NE](#)
[Salem, Oregon 97301](#)
- Junction City Patients:**
[OSH RECEPTION](#)
[29398 Recovery Way](#)
[Junction City, Oregon 97448](#)

Patient Name: _____ Patient unit: _____

Adult visitor information

Visitor name: _____ ☐ Spiritual/Pastoral
Mailing address: _____ Phone number: _____
City: _____ State: _____ Zip: _____
Driver's license/state ID #: _____ Issuing state: _____
Last four digits of Social Security* #: _____ Names used previously: _____
Date of birth: _____ Place of birth: _____ Gender: _____
Email: _____ Preferred contact method: ☐ Phone ☐ Email ☐ Mail
Are you a current or past OSH employee? ☐ Yes ☐ No If yes, when? _____
Relationship to patient? _____

- I understand that by applying for visitation, I give permission to have a confidential Law Enforcement Data Systems (LEDS) check performed upon initial application. I further agree that a LEDS check will be performed annually thereafter so that OSH may determine if I have recent criminal history.
- I understand that by applying for visitation I agree to follow all OSH visitation guidelines. Violation of these guidelines may result in early termination of my visit and restrictions of future visits.

Printed name of applicant

Signature of applicant

Date

*You are not required to provide your social security number, but leaving this field blank may delay processing of your application.

For official use only

Received by:

Date:

LEDS operator:

Date:

Result:

Oregon State Hospital visitation guidelines

To promote safety and to ensure a positive visitation experience, all visitors must follow the visiting guidelines below. Violation of these guidelines, including infection prevention requirements, may result in the termination of your visit and a restriction of future visitation privileges. These guidelines apply to both in person and virtual visitors. Visit www.OSHFriends.com for more information about visitation.

Visitation

OSH has designated visitor areas for in-person and video visitation. All in-person visitors must complete a security screening before entering the visitation area. For security reasons the number of visitors may be limited.

Child visits

Children under 18 can visit with prior approval while accompanied by an approved adult visitor. In-person visits with minors follow a different schedule. Provide documentation confirming that each child visiting a patient is the visitor or patient's child or is in the visitor's legal custody or court-ordered physical custody (for example: Birth Certificate or court issued guardianship documentation).

Video visits

Only OSH approved visitors may participate in video visitation. Before each visit, staff will ask visitors to confirm their identity before continuing with the visit. If staff observe people who have not been approved, you may be asked to end your visit. Patients and visitors must follow the guidelines in this document, including those about visitor attire, guest behavior, audio or video recording and use of prohibited items.

Guest behavior

Disruptive behavior, including, but not limited to arguing, shouting, using profanity, appearing intoxicated, or using prohibited substances may lead to your visit being terminated.

Smoking and tobacco products

Smoking and tobacco products, including marijuana, cigarettes, e-cigarettes, vaping products or paraphernalia, matches, or lighters are not allowed on hospital grounds or during video visits. This includes the hospital, parking lots, and all associated OSH property.

Physical greetings

When participating in-person contact visitation, brief greeting and farewell embraces are permitted. Physical contact during the rest of your visit is not allowed.

Money and funds

Patients may not receive money directly from their visitor. You can leave money to be deposited into your friend or family member's trust account with Reception staff in the main lobby. You will be given a receipt.





Health and wellness

To support the health of all OSH patients, staff, and visitors, please refrain from in-person visitation if you are feeling unwell. We encourage all visitors to get annual vaccinations, use OSH hand hygiene stations in the lobbies, and cover coughs and sneezes. If OSH requires visitors to wear a face mask, the hospital will provide them.

Necessary medical devices or medication

Disclose any medical device or equipment (e.g., pacemaker, inhaler, wheelchair, or walker) or necessary prescription medication that the visitor is bringing into the secure perimeter of the hospital and provide a description of such equipment or medication.

Visitors with proper documentation from a physician, nurse practitioner, or medical clinic regarding a medical condition or disability requiring a medical device or equipment, shall present this information to OSH staff to help inform staff of the visitor's circumstances. This documentation will not exempt the visitor from the security screening process.

Any prescription medication must be in its original container with the original label that contains the visitor's name, name of medication, prescriber, and prescription number.

Service animals

Disclose whether the visitor is bringing a service animal to the visit and complete any OSH-required pre-approval paperwork for the animal.

Gifts and property

OSH is required to keep patients safe. One way we are doing this is to ensure all patient property is approved for use in our secure psychiatric environment. As a result, visitors may not bring items to give to their friend or family members during a visit.

Children and animals in vehicles

Children may not be left unaccompanied in vehicles on OSH property. Per Oregon Revised Statute (ORS) 167.310 to ORS 167.350, animals may not be left in parked vehicles on OSH property.

Contraband and prohibited items

To provide a safe environment for patients, visitors, and staff, certain items are not allowed in the hospital. Patients and visitors may not exchange items of any kind during visitation.

Contraband includes, but is not limited to; controlled substances, drug paraphernalia, escape devices, tobacco products, weapons, and all prohibited items listed on the OSH Patient Property/Item Access List. Passing contraband is a Class C Felony, pursuant to ORS 162.135 – 162.1851.

All persons, purses, backpacks, bags, and vehicles entering OSH property are subject to search. For more information about patient property, contraband, and prohibited items visit www.OSHFriends.com.



Food

Patients and their visitors may not consume food or beverages during an in-person visit. This includes items from the hospital cafes, coffee shops, or markets.

Photographs and recording

Audio and video recording during in-person and video visitation is not permitted. With prior authorization, photographs with patients are permitted. The hospital has cameras and staff can assist with taking photos of you and your friend or family member. Please make this request when scheduling your visit.

Visitor attire

Please know that some patients may react to revealing clothing or images that promote the use of drugs, alcohol, or violence. For their well-being and safety, as well as for the security of staff and other visitors, we ask that you dress for the hospital environment. Clothing must include a dress or a shirt with either skirt, pants or shorts and shoes or sandals.

The following clothing items are not permitted in visitation:

- Camouflage or military-type clothing, except as approved in advance by OSH.
- Clothing with words or logos related to alcohol, tobacco products, drugs, vulgarity, violence, bigotry, sexual connotations, or those containing allusion to any of these items.
- Clothing that may be considered provocative, including, but not limited to, excessively short skirts or shorts, see-through, skin-tight, or low-cut clothing and/or clothing that exposes undergarments, back, midriff, or thighs at any time (i.e., while sitting, standing, or bending over).
- Multiple layers of clothing* (a sweater or sweatshirt over a tank top or shirt is allowed).
- Garments with long strings or ties* (for example: adjustment strings on hoodies).
- Neckties, scarfs, necklaces, or any other item that encircles the neck*.
- Large jackets and/or outer garments that protect against the rain or other inclement weather*.
- Accessory personal electronics* (for example: smart watches).
- Hats or other head coverings except as approved in advance by OSH*.
- Shoes or accessories that might be a safety hazard, including anything that may be used as a weapon or ligature device*.

* These items are allowed during video visitation.

For questions or concerns about visitation please contact OSH Ombuds and Family Services at 503-947-8109 or OSH.OmbudsandFamilyServices@odhsoha.oregon.gov.

You can get this document in other languages, large print, braille or a format you prefer. Contact Oregon State Hospital interpreter services at 503-756-7889 or email osh.interpreterservices@odhsoha.oregon.gov. We accept all relay calls or you can dial 711.

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