



Resident HANDBOOK



Bridges Program

OREGON STATE HOSPITAL

We are a psychiatric hospital that inspires hope, promotes safety and supports recovery for all. Our mission is to provide therapeutic, evidenced-based, and patient-centered treatment, focusing on recovery and community reintegration, all in a safe environment.



OREGON STATE HOSPITAL

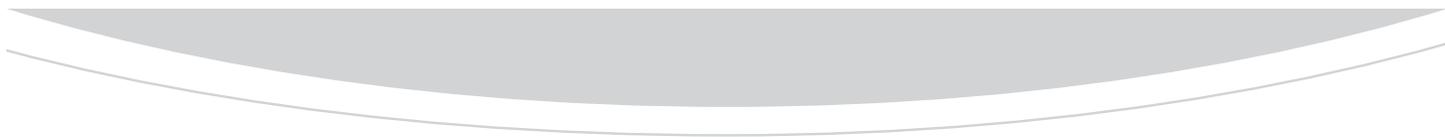
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OREGON STATE HOSPITAL

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BRIDGES PROGRAM

Secure Residential Treatment Facility

House rules and expectations

Welcome to Bridges

This handbook belongs to: _____

Unit: _____

Your assigned case monitor (CM) is: _____

Your assigned registered nurse (RN) is: _____

The treatment team members assigned to you will meet with you in the treatment mall for team meetings and other concerns. Your team is:

Psychiatrist (doctor): _____

Nurse manager: _____

Supervising RN: _____

Social worker: _____

Psychologist: _____

Treatment Care Plan specialist: _____

Bridges is a secure residential treatment program for individuals preparing to move to a less-restrictive community setting such as discharge or conditional release. This handbook will orient you to the program during your first few weeks here.

You will have a treatment team review as soon as you arrive. Its main focus is on getting to know each other; we will review your past and present treatment and plan some goals for the future.

The Bridges program is designed to add to your skills and knowledge to help you succeed in a community placement. The program will allow you many choices in how you plan for your success after you leave the hospital, where you will need to follow rules set by the community and, in many cases, by the Psychiatric Security Review Board (PSRB).

Bridges principles

The Bridges program is based on these ideas:

- All individuals, no matter how ill or well, have hope for recovery.
- Individuals learn to make good, healthy choices by having many chances to make their own decisions as part of a shared decision-making process.
- We value and encourage opportunities to learn and grow.
- Individuals must make an ongoing commitment to overcome setbacks in order to create a more productive and enjoyable life.
- Although treatment is based on individual choices, attitudes, and efforts, it also involves working with others.
- All individuals are treated with respect and compassion in a violence-free environment.

What we expect of you

Please review this list regularly. These are the things that Bridges expects of all residents*:

1. That **you know about and tell your caregivers about** your mental illness, your warning signs and your medications, and that you have a relapse-prevention plan, which you practice daily.
2. That you understand we encourage you to make informed choices, and **you are responsible** to let your team members know about any changes or challenges that may cause difficulties for you.
3. That you **respect the beliefs of others**, because we all have the opportunity to grow in our spirituality, whether through organized religion, creative expression or other belief systems.
4. That you **attend at least 20 hours of structured activities every week**. You can do this by attending treatment mall activities such as groups, education, vocational, classes, community outings and community groups.
5. That you work with your social worker to **pay for your hospital care**, within a determined budget and as you are able.
6. That you keep your own bedroom area clean and neat, and help with the area around your room and common areas. A list is posted for house chores, which are rotated among all residents.

* *This list will be revised as needed, with input from staff and residents.*

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ABOUT BRIDGES

Bridges is the transition program for forensic patients who are nearing the point where they no longer need hospital-level care. Patients in this program have been found guilty of a crime except for insanity. Depending on the nature of their crime, these patients are under the jurisdiction of either the Psychiatric Security Review Board or the State Hospital Review Panel. In addition to four traditional living units, Bridges includes four cottages on the hospital campus that provide a treatment setting much like a group home, where patients cook their own meals and share other household responsibilities. Bridges' goal is to help patients achieve their highest level of health, safety and independence as they prepare for discharge or conditional release to a less-restrictive community setting. Individuals work on living skills through daily treatment mall activities and classes as well as approved outings. They also participate in discharge planning with their treatment team members.

Admission criteria

In order to enter the Bridges program, according to state rules (OAR 309-035-0145) you must:

- Have a mental or emotional disorder, or have a suspected mental or emotional disorder;
- Be in need of care, treatment and supervision;
- Have Risk Review privileges for on and off grounds of at least 2:4;
- Have a record of safe behavior and following your treatment for at least 30 days; and
- Show an interest in actively following a program that will lead to community integration and discharge.

Criteria for removal from Bridges program

Under state rules (OAR 309-035-1050) you can be terminated from the Bridges program and transferred back to a hospital level of care if:

- Your behavior poses a serious and immediate threat to the health or safety of others;
- Your behavior is continuously and significantly disruptive or poses a threat to the health and safety of yourself or others, and the Bridges program cannot adequately deal with this behavior;
- You continuously and knowingly violate house rules in a way that significantly disturbs others.

TREATMENT

Treatment mall

The treatment mall is where you go for classes and activities that will help build your strengths to manage your illness while you are in the Bridges program and after you leave. Your treatment team will work with you to choose classes that best meet your treatment needs. Everyone is expected to go to the treatment mall on weekdays from 9 a.m. to 11 a.m. and from 1 p.m. to 3 p.m. Daily attendance is an important step toward discharge to the community. Your room and your living unit will be closed during treatment mall hours. Once you arrive at the mall, you have the choice whether to participate in active treatment or not.



Treatment program

During the first few days of your stay, staff will meet with you and ask a number of questions to get to know you. Your health, safety and recovery are our main concerns. Our goal is to help you learn how to:

- Control your symptoms;
- Set up a social support network; and
- Find and use tools to help your recovery where you live.

A treatment team will work with you to create a treatment plan to meet your needs. Your first treatment team meeting will occur within three days of your admission to Bridges and regularly after that. Your family and other loved ones can attend if you want them to.

Monthly treatment team meeting schedules are posted on the unit. The schedule can be flexible. Work with your nurse if you need to change your schedule.

Discharge planning and community transition

Your treatment team will begin planning your discharge from the first day you are at the hospital. How long you stay in the Bridges program depends on a number of things such as where you are in your recovery, your safety and your legal status. Your team will work closely with you to create your discharge plan.

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Emergency treatment

If you or others are at immediate risk of injury because of your illness, and if there is not time to get your permission, the hospital may treat you right away without your permission. Staff will do their best to make sure that your treatment is safe. Written records will be kept of the incident and your treatment. When the emergency

is over, the emergency treatment will stop. The rules under which this can be done are in Oregon Administrative Rules (OAR) 309-114-0015. They are in a binder on your unit. You can ask to see these rules and have them explained to you.



Your responsibilities

Be safe. This is a place of recovery, respect and non-violence. You are responsible for your own behavior and treatment. A resident who is a danger to self or others may be placed under restrictions or transferred to a more secure program. Many of our rules are intended to keep everyone safe. If you do not feel safe, please let staff know so they can help. Follow staff directions quickly during an emergency such as a fire or when someone is hurt.

Take part in your treatment. Our goal for you as a resident in Bridges is to recover and return to the community. Your task is to work with your treatment team and **participate in the treatment mall each day.** There is no system of “levels” in Bridges. All activities are based on privileges granted by the Risk Review Panel and individual treatment needs.

Come out of your room when it is time for meals, medication and the treatment mall. Take responsibility to do this without being asked. Your room and living unit will be closed during treatment mall hours and meal times. You may choose from many meal options in the dining hall and many treatment options on the mall.

Keep yourself and your room clean. Shower regularly and wash and repair your clothes. Shirts with sleeves, pants, underwear and footwear are required at all times. Shorts are allowed if they have an eight-inch or longer inseam. Ask staff if you need help measuring.

Be considerate when expressing your feelings and thoughts. Ask staff to help you use coping skills and solve problems. Yelling, cursing, bullying, heckling or threatening are not allowed at any time.

Keep noise down. Use a considerate tone of voice. Politely tell others if they have a phone call. Keep television volume low so it does not bother others. Radios are allowed (preferably with headphones) in your room and some activity rooms. Speakers should be used only in the air courts and quiet rooms. Running and horseplay are not permitted on the living unit or the treatment mall.



Participate in unit community meetings. These weekly meetings are for staff and residents to share information and concerns, and hear from other committees, departments and units. Bridges units are encouraged to have peer councils to further address community concerns and requests in their units and cottages.

Respect others, including their personal space and boundaries. Respect other people's privacy. Do not enter other people's rooms or intrude on their personal space without their permission. Please respect other's boundaries if they say "no" to borrowing.

Respect personal property. The hospital discourages buying and selling of property among residents. All residents have opportunities to shop outside of the hospital. Before buying or selling anything, residents must get permission from their case monitors, all persons involved and, ultimately, the treatment team. Any items found in your possession that are not on your property list will be placed in storage and returned to their original owner. Borrowing and lending of money also are discouraged. If you borrow from another resident it is your responsibility to pay it back before you purchase any other items for yourself.

Respect hospital property. Be careful not to damage hospital property and do not stockpile supplies. You may have to pay if you damage anything that belongs to the hospital or to other people. Vandalism, property damage, theft and other illegal acts will be investigated and could lead to legal action against you.

Respect and adhere to hospital policies and rules. Oregon State Hospital's policies promote health and safety. As a health care facility it is the hospital's policy to promote healthy behaviors and discourage unhealthy behaviors. The campuses of Oregon State Hospital are tobacco-free and smoke-free. All residents are required to adhere to this policy.

GENERAL INFORMATION

Computer and internet access

The hospital supports residents' responsible use of computers for positive connections or personal growth, including homework, research, educational material and other uses. Internet access will be defined in policies and procedures, which will be available on request.



Flash drives and expanded or external hard drives also are subject to your team's approval. If approved, you may have a flash drive up to 2 GB and external hard drive with a maximum of 8 GB storage. For further guidance, please see OSH policy 6.030, "Computer and internet access for OSH patients."

Identification

Everyone must wear an ID tag when off the unit. Please wear it above the waist so it is visible. If you do not have one, please see staff for a temporary ID.

Laundry

You are responsible for washing your own clothes. Your room will have a hamper for your dirty clothes. The laundry area has washers, dryers and detergent for your use. The laundry area has instructions for using the washer and dryer. You can also ask staff to help you learn how to use the machines. The last load of laundry should be in by 8 p.m. Clean bed linens and blankets are available in the morning. The laundry is closed during treatment mall hours.

Mail and packages

Everyone has the right to send and receive sealed mail. You can buy stamps if you have money (see "Phone cards and stamps"). If you don't have money to buy your own, the hospital will give you a pen and paper and up to three stamped envelopes per week. Give your fully-addressed letter to a staff member to mail.

In addition to letters, you may receive legal documents, phone cards and paper products such as writing paper, soft-cover books, and magazines through the mail.

You must open your mail in front of a staff member to be sure that the contents are items you are allowed to have. If you receive property in the mail, it must be added to your

property list. Staff will help you decide whether any property you receive exceeds your current space or property requirements.

Meals

All meals are served in the dining hall on the treatment mall. Each unit has assigned times for meals.

Bridges Dining Schedule

Updated March 1, 2012

Breakfast	
<i>(Cafeteria opens at 7 a.m. for residents going to work)</i>	
7:30 a.m.	Bridge 2
7:45 a.m.	Bridge 1
8:15 a.m.	Bridge 3
8:30 a.m.	Bird 3
Lunch	
11:30 a.m.	Bridge 2
Noon	Bridge 1
12:15 p.m.	Bridge 3
12:30 p.m.	Bird 3
Dinner	
4:30 p.m.	Bridge 2
4:45 p.m.	Bridge 1
5:15 p.m.	Bridge 3
5:30 p.m.	Bird 3

Food Services plans meals that are healthy and nutritious. There will be several choices at each mealtime, including the daily menu option, a vegetarian option, soup or a sandwich. Everyone is expected to go to the dining room for meals.

You may not eat or keep food in your room or anywhere on the unit except the kitchenette. Non-perishable food items may be kept in individual containers in the kitchenettes. Any food or drink you store in the kitchenette must fit in your individual container. You can buy some items in the convenience store, café or coffee shop on Kirkbride Plaza (“downtown”) or while off grounds on pass, and visitors may bring in some food in original sealed packaging. You and your visitors may eat these things in the dining room or at the cafe.

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Medical care

Your physical health is just as important as your mental health. Your unit has a medical doctor who is trained in primary care, a licensed practical nurse and several registered nurses to meet your medical care needs. The hospital provides other medical services on campus, including dental and x-ray services, a foot doctor, eye doctor, dietician, laboratory, pharmacy, infection control department and more. If the hospital does not offer the medical treatment your provider orders, staff will arrange to take you to a medical care provider off campus.

Medications

You may receive medication as a part of your therapy. Your nurse and doctor will discuss your medications with you. Please come to the medication room to receive your medication. Usual medication times are 8 a.m., noon, 4 p.m. and 8 p.m. OSH rules require that you be asked for your name and date of birth or other identifying information before you receive medications. Please be patient with this rule.

In Bridges, some residents may be allowed to take some medications on their own, after receiving individual training from their RN and with approval from their physician. Residents who are allowed to take medications on their own will continue to be monitored by qualified personnel each time they do so.

Money

You may have up to \$30 (cash, check, money orders) with you on your unit. Any more than that may be kept in a trust account at the hospital. When you spend your \$30, you may ask to withdraw up to another \$30 from the trust account. You can request a withdrawal only twice a week – on Mondays and Thursdays. The funds will be available after 3 p.m. on the day after the request – Tuesdays and Fridays.

If you need more than \$30 (for example, for activities while on pass, or to write a check) your withdrawal request must be signed by your case monitor and unit nurse manager. The request will then be considered by the program director. If the program director approves the request, it will be taken to Financial Services. These requests are taken to Financial Services every weekday at 2 p.m., and are processed and completed the following weekday.

If you have money in addition to what you keep in your hospital account, such as paychecks, disability checks, social security, pension, etc., you, your guardian or any other person who makes decisions for you must decide what to do with that money. It can be kept in a bank or with a trusted family member or friend. You should fill out a trust account application to tell the hospital how you want your money handled.

Passes

Passes are a privilege for which you must receive approval. When you have been approved, you may apply to staff for a pass. All passes must be approved by your treatment team. Work with your case monitor to complete a pass request for consideration. Passes are subject to change without notice due to hospital staffing needs.



You may not take a cell phone with you on pass. All residents are subject to search of belongings and a urinalysis upon return to the unit.

When you are on an outing you should stay within 10 feet of staff who are escorting you. If you want to have somebody meet with you while on pass, the person must be on your approved visitor list and the meeting should be planned in advance with staff. If you happen to see someone you know while on an outing, you may say hello and speak briefly but not have a long conversation.

Patients' Bill of Rights

Every resident retains his or her rights as provided by state and federal law. In addition, the resident has the right:

- To recognition, respect and dignity as an individual.
- To a humane living environment that affords reasonable protection from harm and affords reasonable privacy.
- To be free from abuse or neglect and to report abuse without being punished.
- To wear his or her own clothing.
- To a private storage area and access to it.
- To impartial access to treatment, regardless of race, religion, sex, ethnicity, age or handicap.
- To know of available alternative treatments.
- To be treated under the least restrictive conditions and not be subjected to unnecessary physical restraint and isolation.

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- To be informed of the facility's rules and regulations regarding his or her conduct.
 - To be visited by his or her family or significant others. Private areas to visit will be available unless the treatment team decides private visits would be non-therapeutic and documents this in the resident's chart.
 - To freely choose how to spend his or her money.
 - To send and receive mail.
 - To participate in decisions concerning the practical reasons for limitation of visitors, telephone calls or other communication.
 - To participate in his or her plans for individualized treatment and discharge, explained in terms that the resident can understand.
 - To periodic review of his or her individualized treatment plan.
 - To be informed of benefits, possible side effects and risks of medications and treatment procedures.
 - To receive medication only for his or her clinical needs.
 - To not receive services without informed consent except in a medical emergency or as otherwise permitted by law.
 - To decline medication and treatment to the extent permitted by law, and to be informed of the medical consequences of his or her actions.
 - To continuity of care, including appropriate follow-up care planned and initiated at the time of discharge.
 - To develop advance directives for his or her care in the case of future serious medical or psychiatric illness.
 - To be affiliated with and have access to the clergy of the religious denomination of his or her choice unless the treatment team decides this would be non-therapeutic and documents this in the resident's chart.



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- To access his or her medical and mental health records upon approval from the treatment team.
 - To confidentiality of his or her medical and mental health records.
 - To assert grievances regarding the infringement of rights described in this document and to have those grievances considered in a fair, timely, and impartial grievance procedure.
 - To exercise the rights specified in this document without any form of reprisal or punishment.

Paying for your care

Oregon law says that you have to pay for your stay in the state hospital if you can afford it. How much you pay depends on your ability to pay.

If you have medical insurance, federal benefits such as Social Security, or your own money, the hospital's billing office will bill you or your insurance carrier based on what you can pay or what your insurance covers. If you or someone acting on your behalf have questions about the cost of care at OSH or how much you or your insurance will be required to pay, contact the Billing and Collections Office at 503-945-9840.

Some of your needs cannot be paid for by the hospital or your insurance – travel costs when you go on a pass; eyeglasses and frames; and clothing or other special equipment. In this case, your social worker will contact your family to determine how to respond to these needs.

Personal care

Personal hygiene – washing hands, brushing teeth and keeping your hair and body clean and neat – helps everyone at the hospital stay healthy. Ask staff if you need personal care supplies. Hand washing is the best way to stop the spread of illness like colds and flu, so wash your hands often.

Haircuts are available on the Downtown Mall. If you want a haircut, please ask your case monitor to sign you up.

Personal electronics

If your treatment team approves, you may have those electronic items allowed by hospital policy* in your room.

Before you order or receive such items, you must complete a package request form. Your case monitor can help you do this. Electronic items will not be allowed on the unit without an approved request form.

All such items must enter the hospital through the Communication Center. They must be brand new and in their original, unopened packaging. Items that are too big to fit in the scanning machine will not be accepted. After you fill out a package request form, staff will help you decide whether the items you want will fit.

Large items such as computers, televisions, gaming systems and stereos must fit neatly on your desk and cannot be stacked (unless it's a desktop computer designed to be stacked).

** Recording and camera capabilities must be disabled by a professional business and documented in writing.*

Personal items

Oregon State Hospital limits the amount and type of personal items that you can have. When you arrive, your personal items are listed on a property record.

Your personal items should fit neatly within your room's storage areas and wardrobes. Nothing can be stored under your bed. You will also have a bin in the property room to keep items that need to be checked out. If you have more personal items than will fit in your room or property bin, the hospital will store the extra items in long-term storage.

Clothing must fit neatly into your wardrobe. If you need additional or bulky clothing during cooler seasons, it may be stored in personal property tubs on the unit.

Clothing must be reasonable and appropriate. For example, skirts if worn should be at least knee-length, and bras (with or without underwire) are appropriate for women.

You must fill out a package request form before you receive anything from anywhere outside of the hospital. This form is available at the nursing station. Staff will assist you when you receive something new so please bring it to the nursing chart room. Electronic items must be delivered new and in factory-sealed packaging.

Small property

When you were admitted, important items and documents were placed in a secure storage area at the hospital. These items include keys, credit cards, checks, driver's licenses and other forms of identification.

The approved personal property list is a list of personal items you are allowed to have. You need permission from your treatment team to have anything that is not on the following list.

Non-approved items will be placed in long-term storage; they also can be mailed to or picked up by a family member.



Approved personal property

In Bridges, the personal property you may have can vary depending on your treatment plan. In general, it includes:

- Clothing that fits in your closet and dresser space;
- One belt;
- Jewelry;
- Brimmed hats;
- Neckties;
- Knee-high nylons;
- One set of personal bedding;
- Two stuffed animals, no more than 12 inches in size;
- One small reading lamp (shatterproof bulb, 25 watts or less);
- One alarm clock;
- Radio or MP3 player with headphones or earbuds;
- Up to 25 combined total of DVDs, CDs or game discs, if your team has approved a player for you or the unit has one for checkout (no CD-Rs under Policy 7.002 on copyright material);
- One pair of prescription eyeglasses;
- One pair of sunglasses;

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- Brush or comb, shampoo, conditioners, soap, stick deodorant, toothpaste and toothbrush (no product with alcohol listed as one of the top three ingredients);
 - One set of fingernail and toenail clippers;
 - One reusable water bottle;
 - During the holidays, up to 2 pounds of candy;
 - One personal coffee mug, not ceramic or glass, no larger than 24 ounces;
 - One plastic French press-style coffee maker;
 - Up to 2 pounds of ground coffee or 1 pound of loose tea or instant coffee, kept in the kitchenette;
 - Up to \$30 in cash;
 - One cubic foot of paper (which includes magazines, soft-cover books, and handouts and workbooks from groups; but does not include legal paperwork – magazines may not include pornography, guns or ammunition and may not promote violence of any kind);
 - Four small three-ring binders ;
 - One clipboard.

Property that requires approval from your treatment team

- Stringed instruments (limit of two);
- Crutches, canes, or other medical devices;
- Art supplies;
- One television or computer* (subject to OSH electronic devices policy);
- One printer (no fax and no scanner capabilities);
- One VCR or DVD player;
- One hand-held gaming device or gaming unit (no Internet connectivity);
- One cellphone (must not have camera or recording capabilities,** and requires a signed agreement of use).

* *Larger pieces of electronic equipment such as computers, televisions, gaming systems and stereos must fit neatly on your desk and cannot be stacked unless designed to be stacked (Policy 7.002). Screens can be no larger than 24 inches. Devices must not have camera or recording capability. Computers also require signed OSH internet and computer use access contract (Policy 6.030).*



** *Recording and camera capabilities must be disabled by a professional business and documented in writing.*

Restricted personal property

Unless otherwise ordered by the treatment team, these items may be checked out with staff approval and used only under supervision:

- Disposable cameras;
- Binoculars (only if using in a unit group);
- Safety scissors;
- Sewing and craft needles and plastic crochet hooks;
- String, twine or thread;
- Hair dryers, flat irons, curling irons, hair trimmers, shavers, disposable razors (safety contract required for some residents);
- Hair coloring products (may be purchased with your own money and applied by hair dresser);
- Personal laundry supplies;
- Perfume, cologne, aftershave, etc.;
- Makeup and loose powder;
- Fishing tackle and tackle box.

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Prohibited personal property:

- Weapons, knives, tools, glass;
- Street drugs, alcohol or any items associate with illicit drug use;
- Prescription or over-the-counter drugs, herbs or supplements;
- Tobacco products (cigarettes, snuff, chew, etc.);
- Lighters or matches;
- Mirrors, mirrors in compacts, metal lipstick containers;
- Large, hard plastic items;
- Razor blades;
- Safety pins, tacks;
- Ceramic items (such as cups, vases, picture frames);
- Wire clothes hangers (plastic hangers are OK);
- Clothesline;
- Aerosol spray cans or bottles;
- Ropes, string, dental floss longer than six inches;
- Cash exceeding \$30 (excess must be kept by the hospital in a secure account);
- Clothing with drug-, alcohol- or gang-related content;
- Audio transmitters;
- Items that are broken or altered from their original intended use;
- Metal combs or brushes;
- Police scanners, personal pagers, multi-band radio transmitters;
- Tattooing or body piercing devices;
- Toxic glues, paint, thinner, solvent;
- Perishable food;

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- Valuables and identification documents (birth certificate, driver's license, etc., will be stored by the hospital);
 - Plastic bags and wrap;
 - Power strips, surge protectors, electric extension cords and plug adapters;
 - Pornography as defined by OSH policy;
 - X-rated or unrated videos;
 - Cardboard boxes;
 - Personal fans;
 - Clothing in excess of allowed amounts;
 - Keys, other than those issued;
 - Computer scanners;
 - Burned or rewritable CD or DVDs;
 - Cameras or recording devices on phones or computers;
 - Pool cues or baseball bats;
 - Flammable liquids.

Privileges

Privileges refers to whether you are allowed to leave the unit or the secure perimeter, go on the grounds or off-grounds, and the number of staff who must be with you. All privileges must be supported by your treatment team. You must request privileges from the risk review board. Privileges may be suspended if you violate hospital policy or become a danger to yourself or others.

Your treatment team will help you identify your current privilege level. Not all privileges are available to every individual or on every unit. The privileges generally are similar to those available in a residential or secure residential treatment facility.

Privileges may include:

- 1:1 off grounds

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- 2:4 off grounds
 - 2:8 off grounds
 - Community mental health provider (CMHP) off grounds
 - Other authorized persons (OAP) off grounds
 - 2:4 on grounds
 - 2:8 on grounds
 - 2:16 within secure perimeter
 - Peer escorts within secure perimeter
 - Unescorted within secure perimeter
 - Peer escorts on grounds
 - Unescorted on grounds



It is your responsibility to follow the rules for your privilege level. Privileges may require security homework, escorting protocols and approval by treatment teams and community councils.

Recovery

Bridges' focus is on your recovery and safe transition back into the community. Our guidelines are:

- All individuals have hope for recovery no matter how ill or well.
- All individuals are treated with unconditional respect and compassion.
- The resident is both the consumer and the provider of his or her own care.
- We will practice resident choice and shared decision-making as much as is practical and safe.
- We value and encourage opportunities to learn and grow.
- Although residents may not always be in control of their symptoms, they can learn to control their own lives.

Key points

- Recovery involves accepting that one has a mental illness.
- Recovery is an attitude that makes it possible for one to believe that he or she can recover from losses caused by mental illness.
- Although recovery involves individual choices, attitudes and efforts, it also involves participation with others.
- Recovery is taking responsibility for understanding one's own illness and for working on one's quality of life.
- Recovery requires on-going commitment to overcome setbacks and to continue trying to make life more productive and enjoyable.
- Recovery includes grieving for but not continuing to focus on what has been lost due to the illness.
- Recovery means seeing oneself as a person, not as an illness, diagnosis or crime.

Religious services

We respect your right to religious freedom. Spiritual services are on Sunday mornings and religious holidays. The hospital's Pastoral Services office holds regular worship services and offers counseling. Visitors from your own place of worship are welcome if they register with Pastoral Services. Please ask your treatment team to help if you would like someone from your place of worship to visit you.

Resources for residents and families

National Alliance on Mental Illness (NAMI), 1-800-950-6264

OSH director of Consumer and Family Services, 503-932-7132

Patient Advocate, 503-945-9282

Disability Rights Oregon, 800-452-1694

Rooms

Bridges has double and single rooms. The unit nurse manager makes room assignments based on each resident's needs, and by request as he or she is able. Most likely, you will live in double room with a roommate. You may be asked to sign a single-room contract before being assigned to a single room. Whether you're in a single or double room, your room assignment may change at any time, depending on the unit's treatment needs.



Your room is your own personal space. However, to keep you and others safe and to help you get better, there are rules about what you can do in your room.

You may not have items related to sex, drugs, alcohol, violence or crime.

Room lights should be off from 11 p.m. until 6:30 a.m. to allow roommates time to rest. You may work with your case monitor to purchase a reading light if you need one.

Keep your room uncluttered for health and safety reasons. Your room will be cleaned when you are at the treatment mall. Your room will be checked weekly for clean linens, clutter and fire safety, and to see that you do not have more property in your room than is safe.

The fire code says you may hang pictures and other things only on the bulletin board in your room.

Power strips are not allowed in resident rooms. Also, do not stack items on top of each other in a way that could be a safety risk.

It is your responsibility to keep personal items securely stored in your room; much of the day you will be at the treatment mall.

Please let staff know if other people are going to be in your room; the door must be open at all times.

Rounds

Staff members complete "rounds" in which they check to make sure everyone in the unit is safe hourly during the entire 24-hour day. Sometimes staff will check on someone more often as part of a person's treatment. It is important for staff to see you when they make rounds. That means they may ask you to uncover your head so that they can see

that you are OK. Please show respect to staff during their rounds; this is done for your safety and treatment.

Sleep

Regular sleep is important for recovery and is a part of balanced lifestyle. We encourage everyone to remain in their rooms to rest and sleep between 11 p.m. and 6 a.m. If you are not getting a good night's rest, please let the staff know.

Telephones

Cell phones

You may have and use your own cell phone. It must be listed on your property sheet with identifying information, serial number and telephone number. It must be the pay-as-you-go type, unless you have shown over time that you will have enough money in your hospital account to cover your monthly phone bill. The hospital and your treatment team will consider on a case-by-case basis whether to allow a phone that is part of a plan or one that is paid by a family member outside the hospital.

You may use a cell phone in your room during free time and in the quad during non-activity times. Please always keep it set to vibrate only, not ring, to reduce noise and avoid disruptions.

Having and using a cell phone is a privilege that you can lose if you don't follow the rules. It is your responsibility to know and follow the rules. Here are some of the guidelines. If you have any questions about cell phone policy, ask a staff member on your unit.

- Do not take your cell phone to the treatment mall or the café.
- Do not use your cell phone during on- or off-grounds activities, unless use has been approved or in case of emergency.
- Cell phones may not leave the unit.
- You may not have a cell phone that takes pictures or videos or makes audio recordings. Photo, video and recording functions must be disabled by a professional business which provides written documentation that these functions have been disabled.
- Your treatment team may require you to submit records of calls and texts, randomly, every month or as needed.

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- OSH may revise the cell phone policy at any time. You will be told clearly about the changes and will be expected to follow the new policy right away.
 - You may not access the Internet on a cell phone unless such use has been approved by the interdisciplinary team (IDT) and you have completed the OSH Internet and Computer Use Access contract (policy No.6.030)
 - Your cell phone must be logged on a separate property page. The number must be given to your unit.
 - You may not lend your phone out, sell minutes to peers or profit from use of the phone.
 - Your cell phone is your responsibility. If you do not follow cell phone rules, you (and others involved) may lose your cell phone privileges.

Please remember you are responsible for the cost of the phone and the minutes, including roaming fees if applicable. You also are responsible for the cost of replacement if your phone is lost or stolen.

Unit telephones

You may use your unit's phones to make and receive private phone calls from 7:30 a.m. to 10 p.m., except during treatment mall hours, when phones are off. Local calls are free. You may purchase a phone card or call collect to make long-distance calls. Please limit your calls to 20 minutes so that others may use the phone.

If you answer the phone and the call is for someone else, please politely check to see if the person is around and tell them. If that person is not around, let the caller know and suggest a good time to call back.

Phone cards and stamps

If you have money deposited in the business office, you can order phone cards and stamps. You are limited to one phone card worth no more than \$20, and 20 stamps. Order them by following these steps:

1. Ask a staff member for a money withdrawal form.
2. Fill out the form and return it to a staff member.
3. The unit clerk will deliver phone cards and stamps to you, and you will have to sign for them.

Television

The television in common areas may be on from 6 a.m. until 11 p.m. weekdays and until 1 a.m. on weekends. The volume must be kept low to avoid disturbing your peers who are trying to sleep.

On the common-area television, channels can be changed and programs reserved only by popular vote. One of the televisions in the common area may be designated for educational programs or news coverage of major world or national events and the other for entertainment.

Some types of programs may not be viewed in the hospital (OSH policy 7.002). This includes any program or movie “which is pornographic or sexually explicit; that overtly promotes criminal, violent, or self-destructive behavior; or that overtly expresses hatred on the basis of race, religion, national or sexual orientation.” Staff may turn off the TV or change the channel at any time if this kind of program is on or to prevent unit disruption.

Please be polite and quiet when people are watching TV in the common areas. Keep talking and other activities to a minimum.

Personal televisions must be turned off by 11 p.m. Headsets must be worn if roommates are being disturbed by the television.

Unit “community” meetings

You are encouraged to participate in your unit’s community meetings. At the meetings you will find out about events that will take place on the unit, and talk about and help resolve unit issues and concerns.

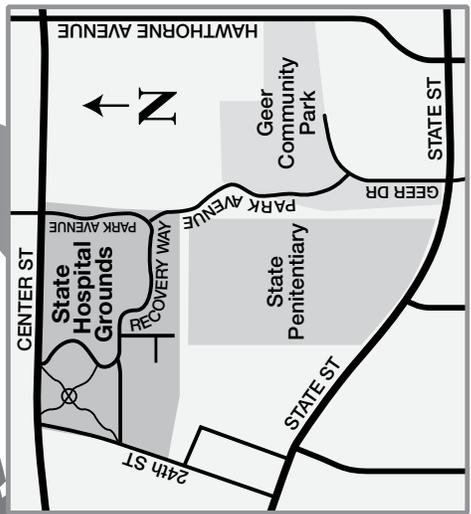
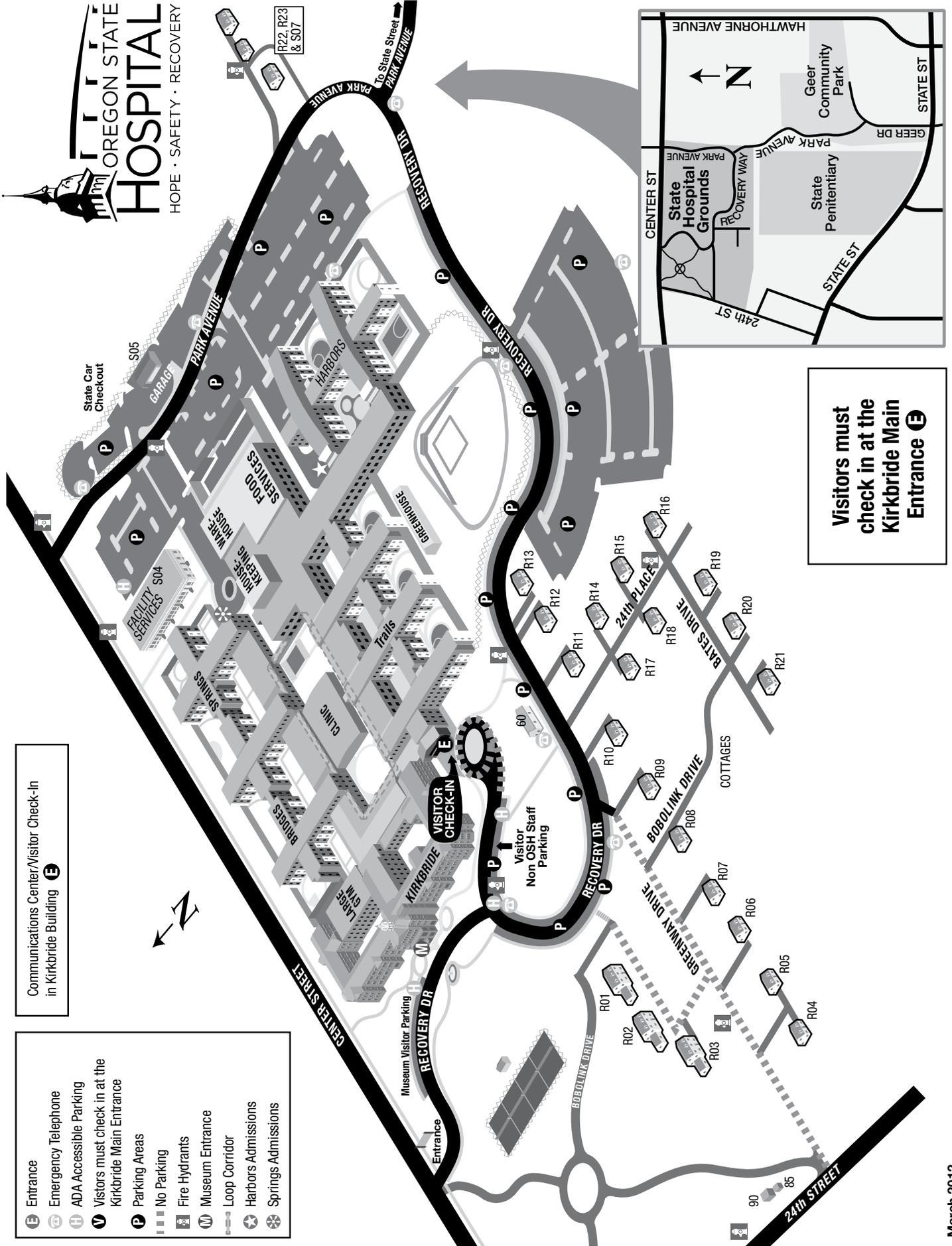
Visitors and guests

Visitors are encouraged at Oregon State Hospital. All visitors must be approved in advance and follow the rules for visiting. The approval process usually takes two to three weeks.

How to add someone to your visitor list:

1. Request a Visitor Application and Guidelines form from a staff member. This is also available on the OSH Friends and Family website at
www.oregon.gov/OHA/amh/osh/friendsandfamily/index.shtml
<http://www.oregon.gov/OHA/amh/osh/friendsandfamily/docs/form-visit-fps.pdf??>

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Visitors must check in at the Kirkbride Main Entrance E

Communications Center/Visitor Check-In in Kirkbride Building **E**

- E** Entrance
- GA** Emergency Telephone
- HA** ADA Accessible Parking
- V** Visitors must check in at the Kirkbride Main Entrance
- P** Parking Areas
- No Parking
- FF** Fire Hydrants
- M** Museum Entrance
- Loop Corridor
- HA** Harbors Admissions
- SA** Springs Admissions

2. Mail the form to your visitor.
3. Your visitor fills out the form and returns it to you or your unit.
4. Your treatment team will then recommend whether the application should be approved or denied.
5. If the treatment team approves, the application is then sent to the Communication Center, where it is reviewed by the hospital security department.
6. The application is then sent to the program director.
7. The program director will send a letter to you and your visitor when the application has been approved or denied.

All visitors must check in at the Communication Center at the main entrance.

Adults								
	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Holidays
Bridges	3:15-4:30p.m.	3:15-4:30p.m.	n/a	6:30-8:30p.m.	6:30-8:30p.m.	1-4 p.m.	1-4 p.m.	1-4 p.m.
Cottages	3:30-5p.m.	3:30-5p.m.	3:30-5p.m.	3:30-5p.m.	3:30-5p.m.	1-5 p.m.	1-5 p.m.	1-5 p.m.
Children								
	Mon	Tues	Wed	Thur	Fri	Sat	Sun	Holidays
Bridges	n/a	n/a	4-6 p.m.	n/a	n/a	9-11 a.m.	9-11 a.m.	9-11 a.m.
Cottages	n/a	n/a	n/a	n/a	n/a	9:15-11 a.m.	9:15-11 a.m.	9:15-11 a.m.
Bridges Program: Bridge 1, Bridge 2, Bridge 3, Bird 3								
Cottages: R01, R02, R05, R06, R07, R08								
Visiting Locations								
	Adults				Children			
Bridges	Kirkbride Café				Kirkbride Café			

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Food during visits

Visitors may bring food and non-alcoholic drinks to visits. Food and drinks may not be homemade or from a restaurant of any kind. It must be from a store and still be in its original sealed packaging. Visitors must take any leftover food with them when they leave.

Another option is for residents to enjoy a meal with their family member at the café in Kirkbride Plaza. All food from the café must be eaten in the café area or the Bridges dining room.

Patients and visitors may not order out for fast food during visits. Kirkbride Plaza has a number of options for residents and family members to buy food and snacks, including the café, convenience store, vending machines and coffee shop.

Kirkbride Plaza

The plaza, which is part of the Downtown Mall, has a café that serves meals and quick food items, an espresso cart, vending machines, convenience store and clothing store. See the schedule for times when Bridges visits take place.

All Bridges visits take place at Kirkbride Plaza or the Bridges dining room. Visitors may purchase food from the café or bring in factory-sealed foods during visitation hours. Visitation times are listed below. During these times access to Kirkbride Plaza will be limited to staff and residents with visitors.

Monday: 6:30 – 8:30 p.m.

Tuesday: 3:15 – 4:30 p.m.

Wednesday: 6:30 – 8:30 p.m. (Child visitation)

Thursday: 3:15 – 4:30 p.m.

Friday: 6:30 – 8:30 p.m.

Saturday: 2 – 4 p.m. (Adult visitation)

Saturday: 6:30 – 8:30 p.m. (Child visitation)

Sunday: 6:30 – 8:30 p.m. (Adult visitation)

Sunday: 2 – 4 p.m. (Child visitation)

Rules for Kirkbride Plaza

Food purchased in the café must be eaten in the café. Food may not be taken back to the units.

Food and drinks may not be consumed in the food serving area.

The café and market are cash only.

Meals purchased at the café are intended to be a replacement – not an addition – to meals served by the unit dining halls.

Fountain drinks may not be refilled.

Patients should be dressed appropriately.

Directions to the hospital

From I-5 traveling northbound: Take exit 256, “Market Street/Silverton.” Stay in the left lane and turn left onto Market Street N. Turn left at the first signal onto Hawthorne Avenue NE. Take the second right onto Center Street NE and proceed to 2600 Center Street NE, which is on the left.

From I-5 traveling southbound: Take the OR-213 exit, exit 256, Market Street/Silverton. Turn right onto Market Street NE and immediately move to the left lanes so that you can turn left onto Hawthorne Avenue NE. Take the second right onto Center Street NE and proceed to 2600 Center Street NE, which is on the left.

From downtown Salem head west on Center Street NE.

Once you’re here - From Center Street, turn onto Recovery Drive beside the hospital’s main entrance sign. Follow Recovery Drive past the front of the hospital until you come to a parking lot. Visitor parking is to the left; however, the number of spaces is limited, so if there are none available, feel free to park in any of the spaces marked “staff” or “compact.”

What to do if you have a problem

If you believe your needs are not being met or you feel you are being treated unfairly, talk to staff and your treatment team about it. You can write down your concern and give it to a staff member, or simply ask to speak with someone. The nurse manager will discuss your concern with the treatment team and try to resolve it.



If that does not help, you can file a grievance. Ask a staff member for a grievance form. Staff know how to help you file a grievance. The nurse manager or treatment care plan specialist will try to resolve your grievance.

If your grievance is not resolved, the hospital Grievance Committee may hold a hearing about it. If you disagree with the committee's findings, you can appeal to the hospital superintendent. If you continue to disagree, you may appeal to the head of the Oregon Health Authority.

Please ask a staff member if you want to see the written grievance policy.



To request additional copies or for more information, please contact:

OREGON STATE HOSPITAL — Salem

2600 Center Street NE
Salem, OR 97301-2682

**COMMUNICATION CENTER
(Salem/Portland)**

503-945-2800
1-800-945-2805

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