

# FAQ about Friends and Family Day

## How many times does Friends and Family Day happen per year?

Friends and Family Day is scheduled two times a year per campus. Starting 2024, we will hold one Friends and Family Day in April only for approved adult visitors (no one under 18) for each campus. Then in September, we will host our first Kids Day for minors accompanied by a parent or guardian for each campus.

## Who can attend Friends and Family Day?

Patients with friends and family who are approved visitors and have RSVP'd to the event may attend. Your loved one at OSH is not allowed to RSVP on your behalf. If you have not filled out an application to become an approved visitor (adult or minor), please follow these steps:

1. Go to [www.oregon.gov/oha/OSH/FRIENDS/Pages/Visiting-Rules-Hours.aspx](http://www.oregon.gov/oha/OSH/FRIENDS/Pages/Visiting-Rules-Hours.aspx).
2. Scroll down to "Apply to Visit".
3. Fill out a visitor request.
4. Send it in as soon as possible as it can take some time to get applications approved.



## How are friends and families notified about the event?

For each event, invitations are mailed out to all approved visitors. This is why it is important for friends and families to make sure that we have the most current information. We also post this on our public webpage and hang flyers throughout the hospital so that patients can tell their friends and families about the event.

## How do I RSVP to the event?

You must be an approved visitor. If you are an approved visitor, you can either call 503-947-8109 and leave a message or email [osh.ombudsandfamilyservices@odhsoha.oregon.gov](mailto:osh.ombudsandfamilyservices@odhsoha.oregon.gov). The coordinator for this event will contact you back as soon as possible. There will also be a call from our office the week of the event to confirm that you are still wanting to attend.

## If I want to take pictures during the event, do I go through the same approval process as any other time?

Friends and families are not allowed to bring their phones in during this event. If you want to take pictures, we will have a photo booth set up for that and we will get the necessary approvals. The patient will receive the pictures and can mail them to you.





## When does my loved one come to the event?

We have dedicated staff that will escort your loved one to the event around noon so that you can visit, have lunch, do activities together and ask questions from staff. Once the event is over or your loved one is ready to go back to their unit, staff working the event will escort your loved one back to their unit. If you wish to stay and the event is not over, you may.

## What happens at these events?

We give friends and families the opportunity to tour the hospital and learn about the different programs from the subject matter experts that your loved one may be directly working with. There will be internal and external resources available for any questions you may have. There will also be activities that you can participate in with your loved one, such as a photo booth. Lunch will be served at noon, and just before the end of the event, any planned opportunity draws will be done. At 2 p.m., staff will escort your loved one back to their unit and you back to the lobby to collect your belongings.

### Note #1:

As with any visit or event, it is possible that your loved one may not be able to make it due to illness, safety reasons or they just changed their minds and do not want to attend. The event coordinator tries hard to make sure that you are notified before coming to the event if your loved one is not able to attend. If you still wish to attend, we welcome you to come and join us.

### Note #2:

Please do not bring any items with you. This event has the same rules as a regular visit, which means purses, keys, phones and other items not allowed inside the secure perimeter must be locked up in the lockers or left out in your car. During these events, lockers go quickly so please plan accordingly.