

Visitation FAQ

When does visitation resume?

Visitation resumes on July 22 for patients on Secure Residential Treatment Facility (SRTF) level of care units. This includes Bridge 1, 2 and 3 in Salem and Forest 1, 2 and 3 in Junction City. Approved visitors of patients on SRTF units are encouraged to schedule visits in advance.

Why is visitation only open to patients who are on SRTF level of care units?

During the assessment of visitation protocols, the decision was made to reopen visitation to patients in phases starting with patients on the SRTF units because they no longer require a hospital level of care, and safety and security risks are lower for this patient population.

How do I schedule a visit?

Approved visitors can schedule their visit by calling 503-945-2800 in Salem and 541-465-2554 in Junction City.

When will visitation resume for other patients?

At this time, other patients may continue video visits. Meanwhile, security staff continue to work on a plan to resume visitation for other patients.

Will minors be allowed to visit?

Yes, approved minors may visit with an approved adult visitor.

How early should I arrive for my visit?

Visitors should arrive at least 20 to 30 minutes before the scheduled visit to allow for screening time.

What other changes were made to the visitation process?

There were several changes made following the review of our visitation processes.

- Screening process – Security will more carefully screen both patients and visitors before and after visits. Visitors will be screened with a hand held metal detection device and will be asked to turn out pockets and take off belt and shoes. Visitors are also no longer allowed to wear or bring coats or outer wear into the visitation area.
- [Visitor guidelines](#) were updated with additional requirements about visitor attire and video visits. It was also decided that food and games are not allowed during visits at this time. Video visitors must also follow visitor guidelines.
- Schedule changes ([visitation times](#)) – Our review of current visitation processes showed that security staff needed more time to screen approved visitors for contraband. To accommodate an additional 15 minutes for visitor processing times, the number of visitation sessions was reduced on each campus:



- **Salem:** move from four to three weekday sessions and from three to two weekend sessions
- **Junction City:** weekday sessions remain same and weekend sessions shift from three to two in the morning and maintain three sessions in the afternoon
- Cameras – Older cameras were replaced in the Kirkbride Café, and additional overhead cameras were added to the visitation area in both Salem and Junction City to provide more coverage.

What are the expectations during the visit?

- Visits last one hour.
- Visitors may greet the patient they are visiting with a brief embrace at the beginning and at the end of the visit. Visitors and patient may not have other physical contact.
- Visitors will sit on one side of the table and the patient on the other. They may not sit next to each other.
- Food and/or drinks are not allowed in visitation.
- Visitors and patients must stay at their tables and may not roam the visiting area.
- Small children are allowed to sit in the lap of the patient.
- 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.
- Visitors and patients must follow the direction of security throughout visitation.
- Visitors and patients 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.
- At the end of the visit, visitors will be escorted back to the lobby.

How do I make an ADA accommodation request to bring in items to the visitation area?

When scheduling the visit, visitors should share ADA accommodation requests and/or requests to bring essential medical items or devices (ex: asthma inhalers, walkers, canes) into the visitation area.

Will approved visitors notice a difference in the visitation process?

Possibly. The screening process will take more time. Security will conduct a search with a handheld metal detection device. Visitors will be asked to take off belt and shoes and to turn out the pockets of their clothing. The amount of additional time is minimal for the benefit of a safer, more secure environment for patients, staff and visitors. Another change that might be noticed by visitors is that security staff will also be inside the visitation area. Because of safety concerns, visitors and patients may embrace each other once at the beginning and end of each visit.

What does the screening process for visitors look like now?

When visitors arrive, they will be asked to put all personal items, hats, scarves, over-coats and excessive layers of clothing, etc. inside a locker.

- 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.

Are there any visitation exceptions for patients who are not on SRTF units?

No. At this time, in-person visitation is for patients who are on SRTF units only. Other patients may schedule video visits.

What about end-of-life visits or other special circumstances for off-grounds visits?

In rare circumstances, off-site visitation may be considered with the approval of the OSH Executive team or designee.

What if I have other questions?

Visitors may contact Family Services by email or phone:

- OSH.OmbudsandFamilyServices@odhsoha.oregon.gov
- 503-947-8109 (voicemail only)

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.