

# OSH COVID-19 Response



## RESUMING IN-PERSON VISITATION

### What is happening?

Beginning Wednesday, Nov. 24, OSH will resume in-person visitation on the Salem Campus — with certain rules in place to reduce the risk of spreading COVID-19.

We previously shared that in-person visitation would open once the weekly test positivity rate for COVID-19 in Marion County fell below 8%, into the CDC’s “moderate” range. Based on projections and corresponding evidence from state epidemiologists, we believe we’ve reached this range.

Due to some technical issues, the most recent data from our colleagues in public health on test positivity may be inaccurate, but other measures show decreasing amount of COVID disease in Marion County. We’re confident the data issue will be resolved shortly.

In the meantime, we’ve chosen to resume in-person visitation next week so patients on the Salem Campus don’t have to wait any longer than necessary to see their loved ones in person. In-person visitation opened on the Junction City Campus in early October when Lane County’s infection rate fell below 8 percent.

For the time being, we will only schedule visits with vaccinated patients. This is a temporary measure to prevent the virus from entering the hospital and infecting patients and staff.

In March of 2020, Oregon State Hospital suspended in-person visitation to help protect patients from becoming infected with COVID-19. As a substitute, OSH provided video visits between patients and their loved ones. We understand that, while helpful, video visits are not the same.

OSH will continue video visitation for those who want to use it — even after COVID precautions are discontinued.

### What happens if the infection rate goes above 8% again? Will in-person visitation close?

The infection rate does fluctuate, but OSH will not close in-person visitation again unless:

- There is an outbreak of COVID-19 at the hospital;

**In-person visitation: Visitor FAQ**

- The weekly average infection rate is 8% or greater (in Lane County for the Junction City Campus and Marion County for the Salem Campus); or
- There is a sudden spike in either the Marion or Lane County infection rate. For example, we could close in-person visitation if the infection rate increased from 1% to 7% within a couple days.

We will notify patients and visitors if we need to close in-person visitation again to protect patients and staff from the virus entering the hospital.

**What are the in-person visitation hours?**

**Salem Campus**

<b>Oregon State Hospital Salem Campus Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Adult Visitation	2-5 p.m.	4-8 p.m.	4-8 p.m.		4-8 p.m.	4-8 p.m.	2-5 p.m.

  

<b>Oregon State Hospital Salem Campus Child Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Child Visitation	Noon-2 p.m.			5-7 p.m.			Noon-2 p.m.

See a full list of unit visitation times on the OSH website:

<https://www.oregon.gov/oha/OSH/FRIENDS/Pages/Visitation-Schedule.aspx>

**Springs Program**

Because patients in the Springs Program are medically vulnerable, visits are scheduled by unit, instead of by program:

<b>Springs Program Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Butterfly 1	2-3 p.m.	6:30-8 p.m.	5:30-6:30 p.m.		4-5:30 p.m.	6:30-8 p.m.	3-4 p.m.
Butterfly 2	3-4 p.m.	4-5:30 p.m.	6:30-8 p.m.		5:30-6:30 p.m.	4-5:30 p.m.	4-5 p.m.
Butterfly 3	4-5 p.m.	5:30-6:30 p.m.	4-5:30 p.m.		6:30-8 p.m.	5:30-6:30 p.m.	2-3 p.m.

  

<b>Springs Program Child Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Butterfly 1	Noon-1 p.m.			6-7 p.m.			

**In-person visitation: Visitor FAQ**

Butterfly 2	1-2 p.m.						Noon-1 p.m.
Butterfly 3				5-6 p.m.			1-2 p.m.

**Junction City Campus**

<b>Oregon State Hospital Junction City Campus Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Adult Visitation	1-4 p.m.	3:15-4:30 p.m.	3:15-4:30 p.m.	3:15-4:30 p.m.	3:15-4:30 p.m.	6:30-8:30 p.m.	9-11 a.m.
<b>Oregon State Hospital Junction City Campus Child Visitation</b>							
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Child Visitation	9-11 a.m.					4-6 p.m.	1-3 p.m.

See a full list of unit visitation times on the OSH

website: <https://www.oregon.gov/oha/OSH/FRIENDS/Pages/Visitation-Schedule.aspx>

What you need to know about child visits:

- All minors must be approved visitors.
- Child visits are limited to one child per patient per visit. If you need an exception, please talk with Reception staff.
- Child visits will take place away from other visits.
- You can find minor visitor applications at [www.OSHFriends.com](http://www.OSHFriends.com).
- Minors must be accompanied by an adult who is also an approved visitor.

**What’s different about in-person visitation now?**

When you arrive at the hospital, visitors must go through the same health screening process as our employees. This consists of a temperature check and answering a few health-related questions. In addition:

- Because of space and staffing limitations, all visits are by appointment only. **Visitors can begin to make appointments on the Salem Campus on Monday, Nov. 22.** Please have a few different dates and times in mind, in case your first choice is not available.
- All visits will take place in designated indoor locations, at least until the weather improves in the spring.

## In-person visitation: Visitor FAQ

- Salem Campus: Because they are medically vulnerable, patients in the Springs Program (Butterfly 1, 2 and 3) will have separate visitation spaces, away from other patients and visitors.
- Patients and visitors must wear masks and maintain physical distancing during the duration of the visit. A brief hug or handshake at the beginning and end of the visit is OK.
- Please make any special requests at least three business days in advance of your visit. Approval is dependent on the nature of the request and resource availability.
- Consuming food and drinks during visits is not allowed.
  - When the café is open, visitors may purchase grab-and-go items for their loved ones at the end of the visit, which patients can take back with them to their units.

### **Why can't I consume food or beverages during the visit?**

As a healthcare setting, we must follow higher standards to ensure the continued health and safety of the people in our care. Keeping masks on at all times is one such standard.

### **Why can't we have visits with unvaccinated patients?**

We know this is disappointing, and we did not make this decision lightly. Our best strategy for keeping patients safe is to do everything we can to prevent the virus from entering or spreading through the hospital. That's why we require all staff to wear masks while at work, for example. It's also why we limit activities to vaccinated patients only whenever they will be in the same space as patients from other units.

Because of the communal living situation at OSH and the highly contagious nature of the Delta variant, we are temporarily allowing in-person visits with vaccinated patients only. We will continue to reevaluate this restriction and make changes as soon as we feel it's safe to do so.

### **What patients cannot have in-person visitation?**

As a safety precaution, in-person visits are not allowed for:

- Unvaccinated patients
- Patients on admissions units, and
- Patients on Persons Under Investigation (PUI) units. PUI units are where we monitor patients who exhibit symptoms of COVID-19.

All patients can still request video visits.

### **How is OSH keeping the visitation process fair and equitable?**

Visitors can schedule one visit per week, for up to one hour at a time. In addition:

- Up to two visitors may see a patient during the same appointment.
- For the time being, we are taking appointments up to 14 days in advance of when you'd like to visit.
- Visitors can have two appointments scheduled at a time.

### **How do I make an in-person visitation appointment?**

To schedule a visit, you must first be an approved visitor. You can find visitor applications [here](#) or by clicking on "Visitation Information" at [osh.oregon.gov](http://osh.oregon.gov). To find out if you are already an approved visitor, please call OSH Reception in Salem at 503-945-2800 and 541-465-2554 in Junction City.

Once approved, call OSH Reception in Salem or Junction City to make an appointment. Reception staff will ask you for the following information:

- The name of the person you want to visit.
- The names of all visitors, including any minors.
- Your email address and phone number, in case we need to reschedule visitations for any reason.
- Your preferred visitation date and time, and alternatives if your preferred time is not available. Please refer to the visitation schedule for more information.

Call the hospital at the numbers provided above if you need to cancel or modify your visit. Modifications are dependent upon staff and space availability. Reception staff will also call you if a patient declines a visit.

### **What can I expect on the day of my in-person visit?**

Please arrive 10-15 minutes prior to your appointed visitation time to check in with Reception, and please consider leaving any personal items either at home or in your vehicle.

We will ask you to complete the same health screening as our employees, in addition to a security screening. If you refuse or fail the health screening, we will have to cancel the visit to protect patients and staff from potentially becoming infected with the virus. If you pass the screening, staff will then escort you to the visitation area.

Please be considerate of patients and other visitors and maintain physical distance. We will arrange tables and chairs to ensure there is enough distance between visitation groups.

**In-person visitation: Visitor FAQ**

We ask that you remain in your visitation space, keep your mask on, and keep furniture where you found it.

**Can I bring my loved one items, such as clothes?**

Yes, you may bring items allowed on your loved one's unit. You may drop those items off with Reception, which will arrange delivery at a later time.

**Who do I call for more information?**

Call 503-945-2800 to reach Reception in Salem and 541-465-2554 to reach Reception in Junction City. You can also call Ombuds and Family Services at 503-947-8109 in Salem and 541-465-2785 in Junction City.

**Please know that in-person visitation rules are subject to change. We will do our best to keep you updated.**