

CROSSROADS PROGRAM GUIDE



Oregon
Health
Authority



OSH Crossroads Program Guide
Revised January 2019

Disclaimer: This document is updated each winter. Please talk to staff for information on recent policy changes that affect the contents of this guide.

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Your information

This belongs to: _____

You will reside on this unit: _____

You are the core member of your treatment team. You and your team will work together to develop your treatment care plan. Your team will also help if you have questions about your treatment while you are at the hospital.

More information about your treatment team is included in the “Treatment Teams” section of the handbook.

Your treatment team members:

Psychiatrist (doctor) or PMHNP: _____

Psychologist: _____

Behavioral Health Specialist: _____

Social Worker: _____

Nurse Manager: _____

Registered Nurse: _____

Treatment Care Plan Specialist: _____

Rehabilitation Therapist: _____

Case Monitor: _____

Other support people may include:

Peer Recovery Specialist: _____

Community Mental Health Provider: _____

Religious/Faith Leader: _____

Occupational Therapist: _____

Guardian: _____

Others: _____

Welcome

Welcome to Oregon State Hospital's Crossroads Program. Our goal is to inspire hope, promote safety and support recovery from mental illness.

Our job is to help you get well and return to your life outside the hospital. To do this, you will work with your treatment team to create a plan to meet your treatment goals.

This Program Guide shares information about the Crossroads Program. You can find more information about the hospital in your separate Patient Handbook.

It's important that you feel safe and comfortable while you are here at the hospital. If you have any questions or concerns, please reach out to your treatment team or any staff member. We are all here to help you.

Sincerely,

Crossroads Program staff

Oregon State Hospital



Crossroads Program

The Crossroads Program serves people who have been civilly committed or voluntarily committed by a guardian. You will have an individual treatment care plan and attend the treatment mall every weekday.

Treatment groups will help you learn how to manage your symptoms and medications, develop coping and leisure skills, budget and manage your money, and plan and prepare meals.

Treatment includes educational support, therapy and help for alcohol and drug addiction.



Visitation schedule

If open, you and your visitors are welcome to meet at the Kirkbride Café, where you can buy hot and cold food, snacks and beverages. Vending machines are located in the café areas. You may take food from the café back with you to your unit.

Crossroads (Civil Commitment) Flower 1, 2, Leaf 3 **Visitation Location—Primary: Crossroads Visitation Room** **Optional Visitation Location: Kirkbride Café***

	SUN	MON	TUES	WED	THURS	FRI	SAT	Holiday
Visiting Hours Primary	8 a.m.- 8 p.m.	3-8 p.m.	3-8 p.m.	3-8 p.m.	3-8 p.m.	3-8 p.m.	8 a.m.- 8 p.m.	8 a.m.- 8 p.m.
Visiting Hours Optional	1-4 p.m.	3:15- 4:30 p.m.	3:15- 4:30 p.m.		6:30- 8:30 p.m.	6:30- 8:30 p.m.	1-4 p.m.	1-4 p.m.
Child Visits	9-11 a.m.			4-6 p.m.			9-11 a.m.	9-11 a.m.



Daily life

Your meal times will vary depending on your unit. In general, you will have 30 minutes for breakfast, lunch and dinner.

Complete schedules are posted on your unit to help you plan your day. In addition to meal and snack times, the schedules include information about television hours, quiet hours, treatment mall hours, indoor and outdoor activities, and times when you can get your medications. Unit staff can provide more information.



Market, café and coffee shop

You may have up to \$30 with you to spend at the market, café and coffee shop. Here, you can buy a variety of snacks, personal hygiene products and other supplies.

Each unit has a scheduled time when patients can go to these places. Please know that the times may change if there is not enough staff on your unit. To go, you must also meet the privilege level set by your treatment team.

Please talk to your treatment team for more information. Additional details about the market, café and coffee shop are also available in your hospital handbook.



Television access

There are a variety of times to watch television on the units.

To support patients' attendance at treatment mall, and to respect patients who sleep during nighttime hours, staff generally keep the televisions off during these times.

Depending upon which unit you are on, sign-up sheets or popular vote is used to reserve television time or to change the channel.

If patients cannot agree on a program to watch, staff may get involved to help resolve the issue. Because you live in a community setting, you may not always get to watch the program you want.

In general, we ask that patients avoid watching programs or movies that are pornographic or sexually explicit; that overtly promote criminal, violent or self-destructive behavior; or that overtly express hatred on the basis of race, religion, gender, national origin or sexual orientation.

If you're watching content that is potentially inappropriate or upsetting, staff may talk to you about it before changing the channel.

Please be polite, quiet and respectful when people are watching television in these areas.



Phone calls

Unit phones

Each unit has patient phones you can use to make and receive calls. If you are hard of hearing, the unit has other phones that will work for you. Please talk with your treatment team if you want to use these phones.

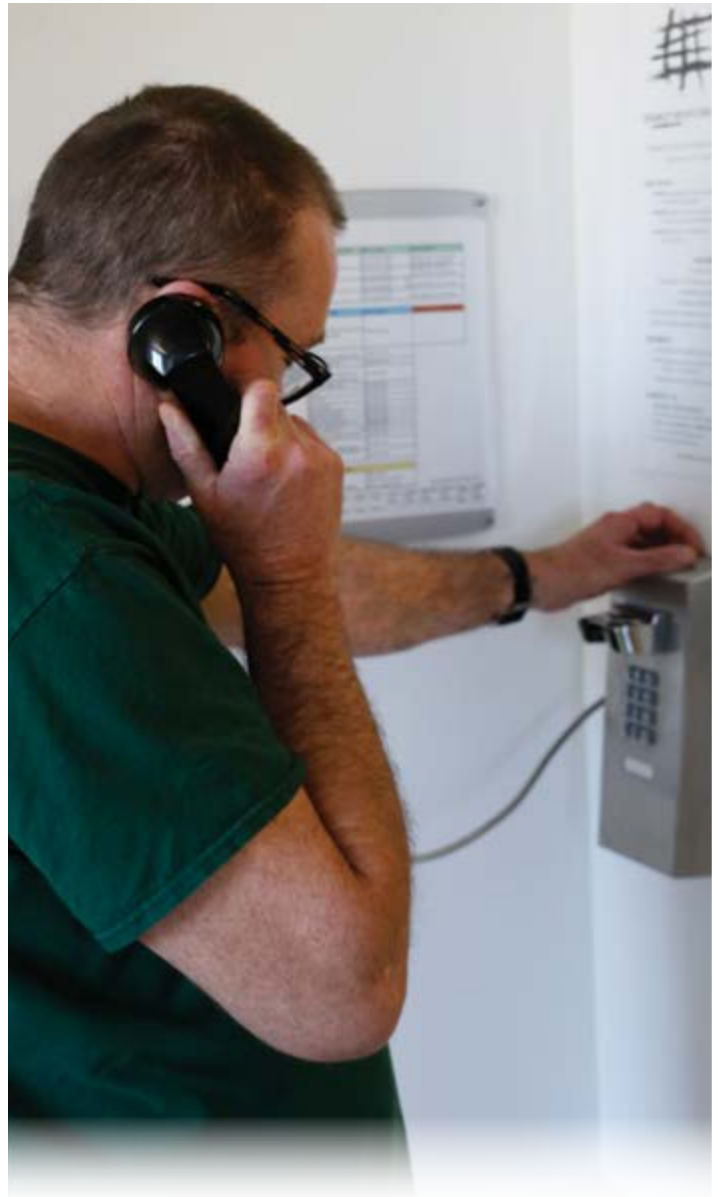
In general, you may make and receive phone calls up until 10 p.m. each day. With approval from your treatment team, staff can make exceptions if your friends or family are only available for phone calls at a later time.

You can also make calls anywhere in the United States and Puerto Rico for free. If you need help calling your attorney, please ask staff for help.

Please limit your calls to about 20 minutes so everyone has a chance to use the phones.

If you answer the phone, and the call is for someone else, politely check to see if that person is available and tell them about the phone call. If the person is not available, please let the caller know.

Talk to staff on your unit if you have any questions or concerns.



Computer and internet access

The hospital supports your responsible use of computers for social networking or personal growth – including homework, research, educational material and other uses.

With your treatment team's approval, you may use hospital-owned computers with Bluetooth wireless access, flash drives and expanded or external hard drives on your unit. Unit-based computers will have filtered internet access, and you may only use flash drives and expanded or external hard drives for data storage. If approved, you may have a flash drive.

Additional information about computer and internet access is explained in the hospital's Computer Use Contract, which you will be asked to agree to and sign.

For more information, please ask staff for a copy of the policy on "Computer and internet access for OSH patients."



Unit community meeting

In the Crossroads Program, staff hold unit community meetings twice per day – once in the morning and again in the early evening. These meetings only take place on the unit, and they give patients and staff an opportunity to discuss upcoming events, activities, issues and concerns. You are encouraged to attend and participate. You can also just listen.

Unit community meetings are scheduled based upon the availability of staff and treatment teams. Staff will give you advance notice of the date and time of each meeting.



Clothing

In the Crossroads Program, staff encourage you to wear clothing that is comfortable and machine washable.

For safety reasons, the hospital has certain guidelines about clothing. You may not wear clothing with drug, alcohol, gang or overtly violent content. If you have clothing that does not follow the hospital's guidelines, staff will store it for you or help you send it to a friend or family member.

Some items not allowed on the unit include shoelaces, suspenders, belts, bandanas, pantyhose or nylon socks, bras with underwire, ties, metal-toed footwear, boots and drawstrings. Please note, staff may remove drawstrings at your request.

Please talk to staff on your unit if you have any questions or concerns.



Contraband and prohibited items

For safety reasons, there are certain guidelines about what property you may have, depending upon where you are staying in the hospital. Some items may be dangerous to you or others, or they could interfere with your treatment and recovery.

If you move to a different part of the hospital, what you are allowed to have may change. The list itself is also subject to change.

More information explaining the differences between “contraband” and “prohibited items” is included in your hospital handbook.

The items listed below are prohibited on your unit.

Additional items not listed below may be allowed with approval from your treatment team, on a check-out basis, or under staff supervision. Please talk to members of your treatment team for more information.

- Aerosol spray cans or bottles
- Alcohol
- Any chargers, electronics cords, power strips, surge protectors, extension cords, plug or outlet adapters not approved or issued by OSH
- Cameras or recording devices of any kind per OSH Policy and Procedure 7.003, “Photographing or Recording of Patients”
- Cash exceeding \$30, per OSH Policy and Procedure 4.010, “Handling Patient Funds”
- Clothing with drug, alcohol, gang, or overtly violent content
- Duct tape
- Any electronic device not approved per OSH policy 6.030, “Cellphone, Computer, Tablet, Gaming Device, and Internet Access for OSH Patients”
- Glass, mirror, or ceramic items
- Items that are broken or altered from their original, intended use
- Keys, other than those issued by OSH and not stored in accordance with OSH Policy and Procedure 8.037, “Patient Property and Valuables: Handling and Storage”
- Lighters, matches, incendiary devices, or flammable liquids
- Certain media per OSH Policy and Procedure 7.002, “Media Access for Patients,” including pornography and “NC-17” or “X” rated movies
- Pantyhose, knee-high hose and long socks
- Plastic bags or plastic wrap
- Prescription or over-the-counter drugs, herbal supplements, or other supplements per OSH Policy and Procedure 6.055, “Medication Management”
- Any item associated with illicit drug use
- Tattooing, piercing or cutting devices
- Toxic glues, paint, alcohol-based products, thinner or solvents
- Valuables and identification documents, unless stored in accordance with OSH Policy and Procedure 8.037, “Patient Property.”

Contraband and prohibited items continued

- Any product in which alcohol is listed as one of the first two ingredients
- Can openers, can parts, cans
- Clipboards or notebooks with metal
- Clothing hangers
- Clothing with chains or spikes, or torn clothing (except factory distressed)
- Foil, tin and aluminum (except pre-packaged food wrapping)
- French press coffee makers
- Incense
- Purses or bags with strap(s)
- Rulers with metal parts
- Safety pins and tacks
- Scarves, including bandanas
- Sports equipment, unless approved by the Program Executive Team

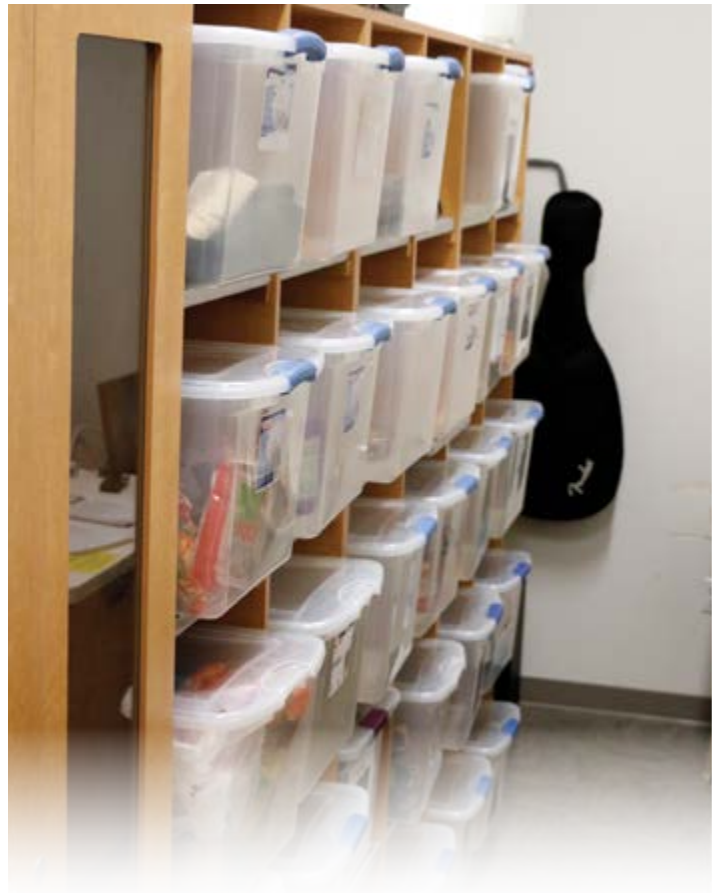
Personal electronics

If your treatment team approves, you may have certain electronic items in your room, such as cordless Bluetooth headphones, an MP3 player or a hand-held DVD player.

Gaming devices are provided on each unit. Games rated “Everyone 10+” are provided by the hospital. You may buy and use “teen” games if approved by your treatment team.

All electronic items need to enter the hospital through Reception. They must be new and in their original, unopened packaging. Items that are too big to fit in the scanning machine may not be accepted.

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



Taking care of yourself

You can keep some personal care items, like shampoo and body wash, in your room. For safety reasons, you may need to check out certain hygiene items from staff, such as floss, perfume and nail clippers.

Hospital-issued disposable razors are approved by your treatment team and used under staff supervision.

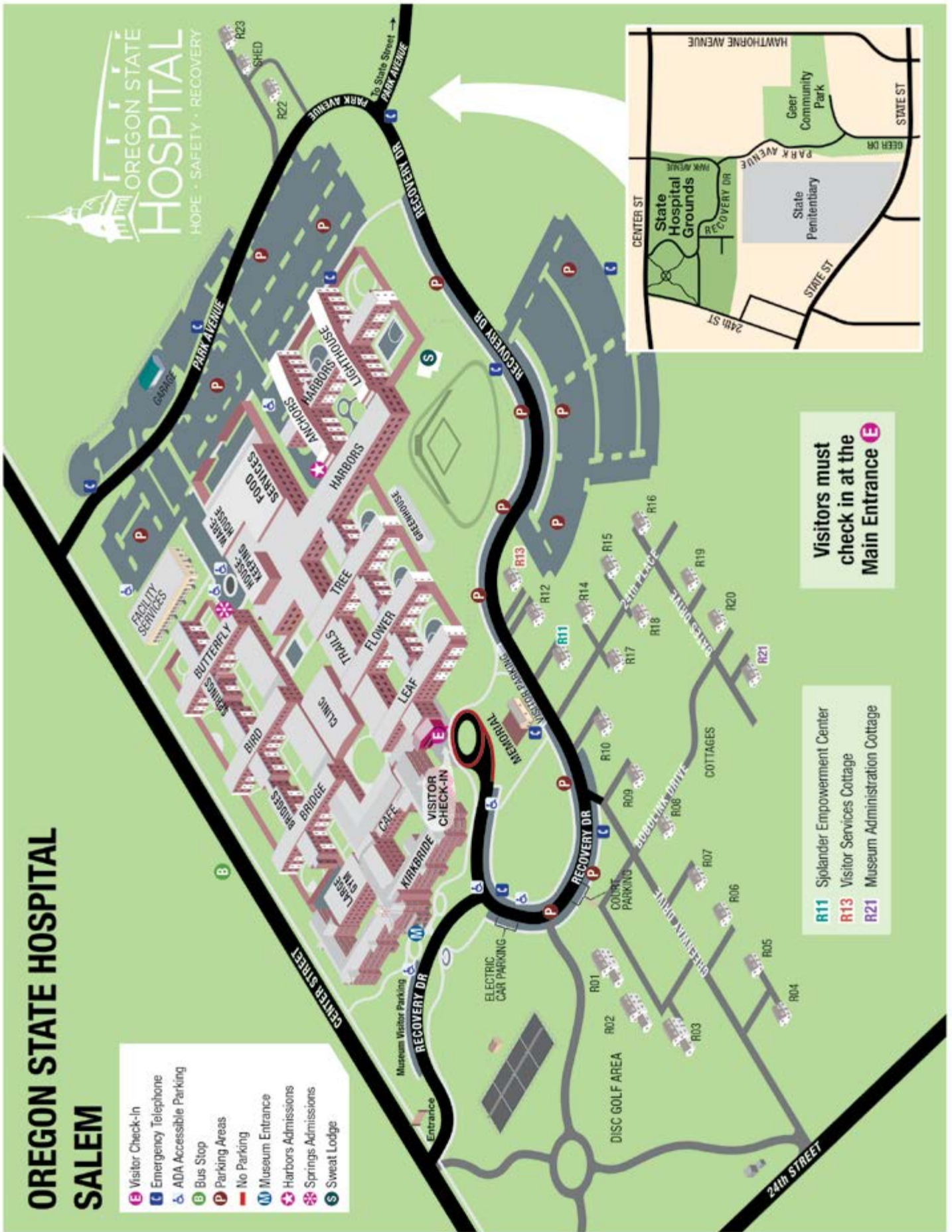
More information on personal hygiene, sleep, haircuts and other ways to take care of yourself are listed in your hospital handbook.



OREGON STATE HOSPITAL SALEM



- Visitor Check-In
- Emergency Telephone
- ADA Accessible Parking
- Bus Stop
- Parking Areas
- No Parking
- Museum Entrance
- Harbors Admissions
- Springs Admissions
- Sweat Lodge



**Visitors must
check in at the
Main Entrance**

- Sjolander Empowerment Center
- Visitor Services Cottage
- Museum Administration Cottage

Oregon State Hospital – Salem

2600 Center St. NE

Salem, OR 97301

Reception: 503-945-2800

Toll free: 1-800-544-7078

This document can be provided upon request in an alternative format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact Internal Communications at 503-947-9982 or OSH.intcom@state.or.us.

Telephone numbers for program directors and unit nursing stations:

Crossroads

Program Director: 503-945-9026

Director of Nursing Services: 503-947-9025

Leaf 3: 503-947-2724

Flower 1: 503-947-2714

Flower 2: 503-947-2744

