

SPRINGS PROGRAM GUIDE



Oregon
Health
Authority



OSH Springs 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 Springs 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 Springs 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,

Springs Program staff

Oregon State Hospital



Springs program

The Springs Program mostly serves people of any commitment type who are older or who may have complex medical needs.

You are here because you are having trouble meeting your own basic health and safety needs. Our mission is to help you get better so you can live safely in the community.

You need to be a part of your own recovery. Your treatment team will be asking you about your experiences, your skills, the things you like, and the things you need. Together, you and your treatment team will develop a plan for success.



Visitation schedule

The visitation schedule allows your family and friends to have many opportunities to visit with you during your stay at the hospital.

- Visitation usually takes place between 8 a.m. and 8 p.m. each day.
- If your visitor is younger than 18, you can make arrangements by contacting the nurse manager on your unit.
- Try not to have visitors during treatment hours, which run from 9 to 11 a.m. and 1 to 3 p.m. Monday through Friday.

Staff can work around your visitors' schedules, if your visitors contact the nurse manager on your unit ahead of time. The advance notice will also allow staff to set up a private room on the unit – if one is available. For special occasions, staff might be able to reserve the Kirkbride family dining room.

With prior approval, your visitors may bring in special foods to share with you. They need to take all leftovers home with them.

Please see your handbook for more information on visitation.



Daily life

You are provided three meals a day, plus evening and afternoon snacks. Other food is available for purchase in the REACH store or Kirkbride Café. A dietitian will work with you to create a meal plan based on your needs.

You will get a nutritional consult. Please let the dietitian know about any cultural food preferences you have.

Most meals are served in the Springs dining room, but we serve some meals on the units for people who have special needs.

Your meal schedule and food options are posted each day on the unit. Schedules for television hours, quiet hours, treatment mall hours, indoor and outdoor activities, and times when you can get your medications are also posted. Talk to your unit staff for 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.

You can go when there is enough staff on your unit and when you meet the privilege level set by your treatment team. For safety reasons, there may be some items in the market you are not allowed to buy.

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.



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.

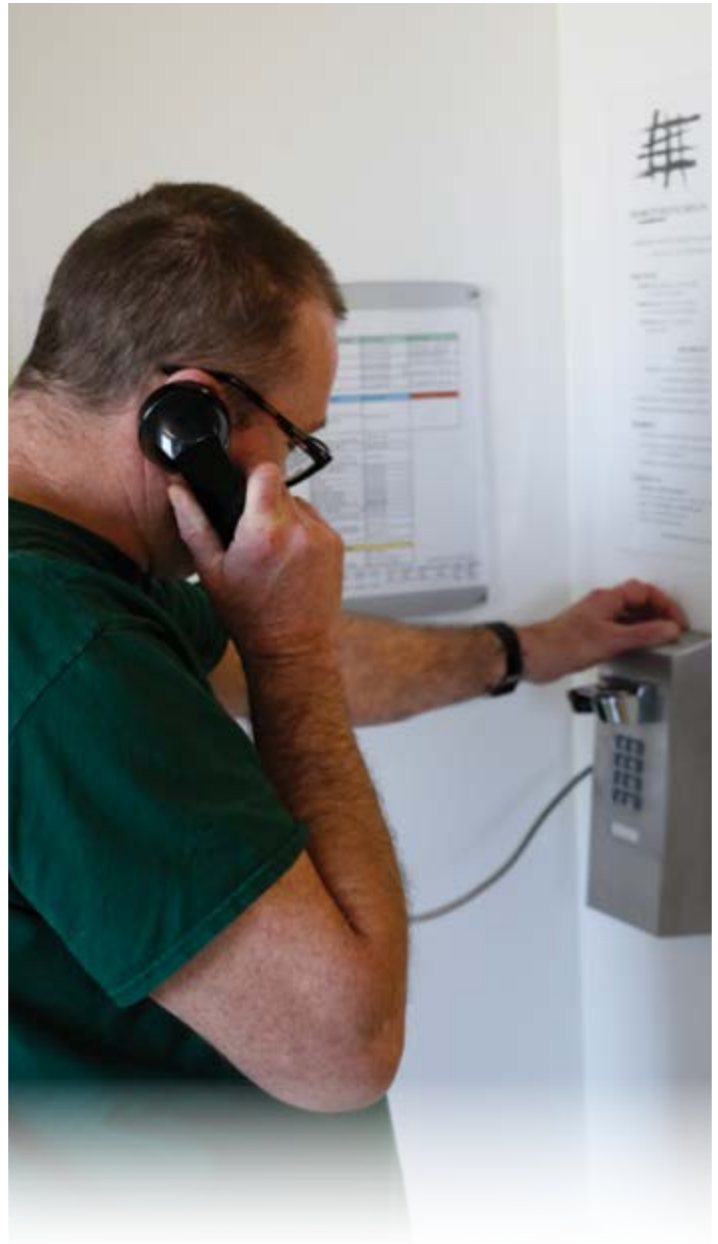
In general, you may make and receive phone calls up until 10 p.m. each day. With approval from your treatment team, staff can make exceptions if your friends or family are only available for phone calls at a later time.

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.



Television access

Staff will turn off the TVs during treatment mall hours so you can participate in treatment. Otherwise, depending upon the needs of each unit, the times to watch television may vary.

You live in a community setting, so you may not always get to watch the program you want. However, staff will help make sure everyone takes turns in deciding what to watch.

OSH policy restricts access to video or programs 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.



Unit community meeting

Each unit holds weekly community meetings. At these meetings, staff and patients discuss upcoming events, activities, issues and concerns. You are encouraged to participate. You can also just listen if you want.

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



Clothing

For safety reasons, there are certain guidelines about clothing based on where you are staying in the hospital. Clothing that does not follow hospital guidelines can be stored for you or sent to a friend or family member.

In the Springs Program, you should wear clothing that is machine washable and dryable and that does not require ironing. You may not wear clothing with drug, alcohol, gang or overtly violent content. You may wear hats.

Please know that closet and storage space are limited. Talk to unit staff if you have questions or concerns about storage.



Contraband and prohibited items

For safety reasons, there are certain guidelines about what property you may have, depending on 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, for check-out purposes, 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 bandannas.
- Sports equipment, unless approved by the Program Executive Team.

Taking care of yourself

Taking care of yourself includes your emotional and physical wellness. For instance, one of the best things you can do for your health is to wash your hands regularly. Other activities, such as brushing your teeth and wearing clean clothes, are healthy habits that will also help you feel better.

Staff will help you set up a bathing schedule and can help you get personal care supplies, like shampoo or deodorant, that you need or want.

There is a hair salon located in the treatment mall, and staff can help you make an appointment for a variety of services.

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



Personal property

In the Springs Program, your treatment team must approve all new property – which must also meet safety standards.

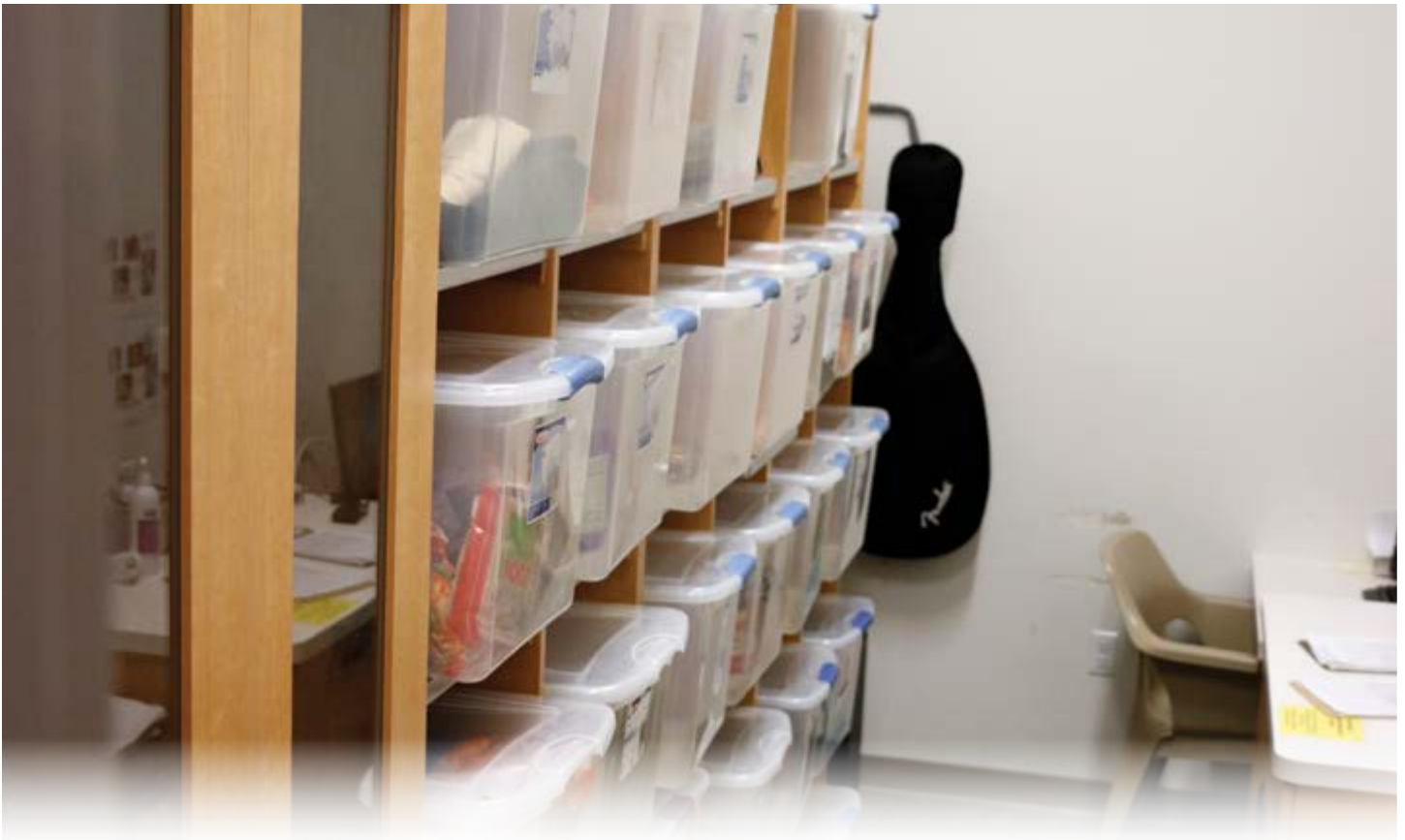
You are allowed to have personal items that fit within your storage area in your room. Certain items may be prohibited because of space limitations or safety reasons. You can talk about your needs with your treatment team to help you brainstorm solutions.

See the “Contraband and prohibited items” section in your handbook and program guide for more information.

Personal electronics

For safety reasons, items with cords are not allowed in your room. The hospital will provide you with approved earbuds. Your treatment team can help you buy cordless or Bluetooth headphones, an MP3 player, radio or other items that meet hospital approval.

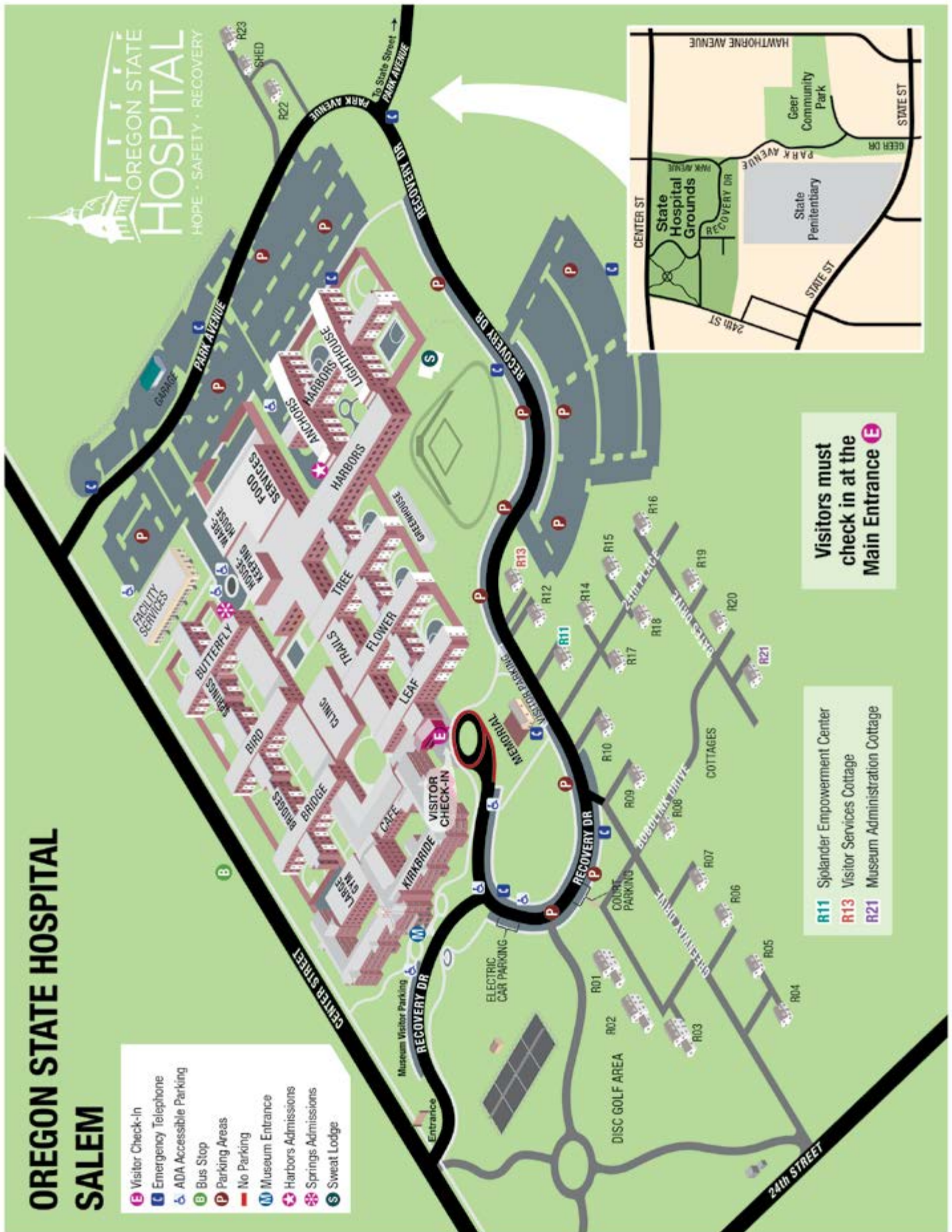
Please talk to members of your treatment team for more information.



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**

- R11 Sjoglander Empowerment Center
- R13 Visitor Services Cottage
- R21 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:

Springs

Program Director: 503-947-4265

Director of Nursing Services: 503-945-9084

Butterfly 1: 503-947-3704

Butterfly 2: 503-947-3714

Butterfly 3: 503-947-3724

