

OREGON STATE HOSPITAL

POLICY ATTACHMENT

PROCEDURES A: Request and Process of a Tour **POLICY: 1.009**

POINT PERSON: Strategic Communications Officer

APPROVED: Superintendent **DATE: NOVEMBER 23, 2023**

SELECT ONE:

<input type="checkbox"/> New policy attachment	<input type="checkbox"/> Minor/technical revision of existing policy attachment
<input type="checkbox"/> Reaffirmation of existing policy attachment	<input checked="" type="checkbox"/> Major revision of existing policy attachment

PLEASE NOTE THAT ALL CHANGES WILL BE MADE AS TRACK CHANGES. TO CLEAR AND ACCEPT YOUR TRACK CHANGES, CONTACT OSH.POLICIESANDPROCEDURES@DHSOHA.STATE.OR.US.

RESPONSIBLE PERSON/GROUP	PROCEDURES
Reception	<p>Before the Tour</p> <ol style="list-style-type: none"> 1. Check the Centralized Personnel Database (CPD) each day for scheduled tours. Print the CPD Checklist if a tour is scheduled. 2. Have printed confidentiality forms (Attachment B) available for tour attendees. <p>Day of the Tour</p> <ol style="list-style-type: none"> 3. Check in tour attendees as they arrive at OSH. <ol style="list-style-type: none"> a. Verify tour attendee photo identification against the information entered in the CPD for the tour. b. Issue the tour attendee a visitor badge. c. If a tour attendee is not listed in the CPD, verify tour participation with the Tour Guide prior to issuing a visitor badge. <p>After the Tour</p> <ol style="list-style-type: none"> 4. At the conclusion of the tour, check out tour participants and collect visitor badges.
Requestor	<p>Before the Tour</p> <ol style="list-style-type: none"> 1. Shall use OSH Tour Request Form (Attachment A) to gather information from the group that wants to tour. 2. Select a tour route as listed on the OSH Tour Request Form. <ol style="list-style-type: none"> a. Only groups with relevant interest will be allowed to tour units with the Superintendent's approval.

	<p>3. Email the completed OSH Tour Request Form to the tour coordinator within the communications department for approval.</p> <p>If the tour is denied, you may renegotiate.</p> <p>After Tour is Approved</p> <p>4. Notify all appropriate parties or departments involved in the approved tour route one week prior to the tour.</p> <p>5. Send OSH Safety & Confidentiality Agreement (Attachment B) to tour group.</p> <p>6. Plan additional services as appropriate, including catering, reserving meeting rooms, coordinating a panel discussion, etc.</p> <p>7. Prepare tour handouts as necessary.</p> <p style="padding-left: 40px;">a. To request tour brochures, contact the OSH Communications Department at least one week prior to the tour date.</p> <p>Day Before the Tour</p> <p>8. Remind all appropriate parties or departments on the approved tour route. Contact the Tour Coordinator for list of involved parties.</p> <p>9. Verify any additional services you arranged.</p> <p>10. Print blank copies of the OSH Safety & Confidentiality Form (Attachment B) for tour participants who haven't returned a signed form. Attendees will need to provide a signed form prior to entering the secure perimeter.</p> <p>Day of the Tour</p> <p>11. If the tour route was approved to include a unit, call the unit's Lead RN, Unit Nurse Manager or Unit Administrator for that unit to verify the tour route.</p> <p style="padding-left: 40px;">a. Please be considerate of patients' needs and be willing to adjust your tour route as necessary based on treatment care staff's direction.</p> <p style="padding-left: 40px;">b. Permission may be revoked to tour a unit based on staff discretion and patient need.</p> <p style="padding-left: 40px;">c. If the Requestor cannot contact the appropriate party to verify permission or permission is revoked, the tour may not enter the unit.</p> <p>12. Instruct the Tour Guides to pick up the CPD Checklist from the OSH Reception Center.</p>
<p>Tour Guide</p>	<p>Day of Tour</p> <p>1. Meet tour attendees in the entryway.</p> <p>2. Collect the CPD Checklist from Reception and verify:</p> <p style="padding-left: 40px;">a. The tour route;</p>

	<ul style="list-style-type: none">b. Appropriate staff to tour attendee ratio;c. Confidentiality form completion. If a tour attendee has not submitted a confidentiality form, provide one for them to complete prior to entering the secure perimeter.<ul style="list-style-type: none">i. Tour attendees are not permitted beyond the lobby without a signed OSH Safety & Confidentiality Agreement.d. Every tour attendee has checked in and is wearing their visitor badge properly.e. If there is an additional tour attendee, enter their information to the CPD Checklist. <p>3. Contact Security if a search of a tour participant or their belongings is needed prior to entering secure perimeter.</p> <p>4. Complete a pre-tour briefing for tour attendees including, but not limited to, storage of property, codes, badge identification information, etc.</p> <ul style="list-style-type: none">a. Personal belongings such as backpacks, purses, food, cellphones, etc. must be stored in the lockers outside the secure perimeter.<ul style="list-style-type: none">i. Exceptions to this may be approved on a case-by-case basis. <p>5. Lead the tour based on the approved tour route.</p> <p>After the Tour</p> <p>6. At the conclusion of the tour:</p> <ul style="list-style-type: none">a. Ensure all participants leave the secure perimeter;b. Ensure all visitors check out with Reception and all visitors turn in their visitor badge.c. Send the CPD Checklist and all completed Safety and Confidentiality Agreements (Attachment B) including any additional tour participants to the Tour Coordinator.
Tour Coordinator	<p>Before the Tour</p> <ul style="list-style-type: none">1. Send the Tour Confirmation Email and OSH Safety & Confidentiality Agreement (Attachment B) to the requestor.2. Ensure requestor notifies relevant parties and/or departments prior to the tour.3. Work with the Tour Guide if issues arise. <p>After the Tour</p> <ul style="list-style-type: none">4. Retain the CPD Checklist and OSH Safety and Confidentiality Agreements per OHA policy OHA-010-018, "Records Retention and Management."

	<p>5. After the tour, request that the Tour Guide give the CPD Checklist and all signed OSH Safety & Confidentiality Agreements from the tour participants.</p> <ul style="list-style-type: none">a. Retain the confidentiality forms for two years. Hardcopies can be recycled an electronic copy has been created.b. CPD Checklists can be recycled at the conclusion of the tour, ensure all information is correctly saved in the CPD for archival purposes.
Security	Respond for personal or belongings search, as requested.