

OREGON STATE HOSPITAL

POLICIES AND PROCEDURES

SECTION 1: Administration

POLICY: 1.009

SUBJECT: Tours at Oregon State Hospital

POINT PERSON: REBEKA GIPSON-KING
PUBLIC AFFAIRS OFFICER

APPROVED: GREGORY P. ROBERTS
SUPERINTENDENT

DATE: March 19, 2013

I. POLICY

- A. Oregon State Hospital (OSH) shall make every reasonable effort to accommodate tour requests from groups with a legitimate interest in OSH as a means of fostering an environment of openness, developing community partnerships, and educating the public. Examples of such groups include: mental health professionals, state agency administrators, community partners, local law enforcement, and college/university faculty and students.
- B. To protect patient privacy and ensure the safety of OSH patients, staff, and visitors, tours of occupied patient-care areas are not allowed without prior approval from the Superintendent.
- C. Tour groups shall be escorted at all times by designated staff guides. Groups shall maintain a ratio of at least one (1) staff guide for every eight (8) tour participants. Exceptions may be requested from the Superintendent. Tours are limited to 18 participants without prior approval from the Superintendent.
- D. All tour participants must wear either an OSH visitor badge, or their organization's photo identification badge while on hospital property.
- E. Tour participants may take photos. They may also make video/audio recordings with the consent of their tour guide(s). However, photos of patients, patient information, and security-sensitive items such as sally ports are prohibited at all times.

- F. All tours must be prearranged and coordinated with the Superintendent's Office at least two weeks prior to the date of the tour. This is done by completing and submitting a Tour Request form to the Superintendent's Office (see Attachment A). Individuals and groups who only visit Kirkbride's administrative areas (floors two, three, and four) or the Junction City Administration area are not considered part of a tour, and the guidelines in this policy do not apply to them.
- G. The Transition Office shall handle tours related to the construction or maintenance of the facility. The Public Affairs Office shall handle all other requests.

II. DEFINITIONS

- A. "Tour" refers to one or more persons not employed by Oregon State Hospital visiting the hospital for educational or professional purposes, and whose visit will take them inside the hospital's secure perimeter.
- B. "Requestor" means the person or group requesting the tour. Tour requests can originate from an internal source (i.e., staff generated) or an external source (i.e., community generated).
- C. "Staff guide" means staff who have been identified by the Public Affairs Office or Office of Transition to lead or accompany a tour. Staff guides must remain with their group at all times while inside the secure perimeter.
- D. "Occupied patient-care areas" refers to patient areas in which patients are present. A treatment mall is considered an unoccupied patient-care area after hours.

III. PROCEDURES

- A. Staff-generated requests
 - 1. Staff requestor shall submit a Tour Request form to the Superintendent's Office.
 - 2. Depending on the nature of the request, the Superintendent's Office shall forward the request to either the Public Affairs Office, or the Transition Office.

3. Once approved, Public Affairs or Transition Office staff shall work with the staff requestor to determine the date, time and itinerary for the visit.
4. Public Affairs staff shall be available during standard office hours to provide general guidance and assistance planning the tour; however, the staff requestor is responsible for providing the appropriate number of staff guides without their participation.
5. At least three days prior to the date of the tour, the staff requestor is responsible for notifying managers of all areas in which the tour will occur. Public Affairs or Transition Office staff shall notify the Director of Security and the Communication Center or Portland or Junction City Reception of approved tours, and shall ensure that all required paperwork is completed and on file with the Communication Center/Portland Reception prior to the day of the tour.

B. External requests

1. Depending on the nature of the request, either Public Affairs or Transition Office staff shall be responsible for arranging the tour.
2. Public Affairs or Transition Office staff shall identify staff guides to best meet the goals of the community requestor. In most cases, this shall be determined by the profession or interest of the requestor.
3. Public Affairs or Transition staff shall work with the designated staff guide as needed to provide support and assistance prior to the tour. This includes arranging meeting space, assisting with the background check process when necessary, and providing handouts or factsheets.
4. Public Affairs or Transition Office staff shall ensure that all required paperwork is completed and on file with the Communication Center or Portland or Junction City Reception prior to the day of the tour.

C. All tours

1. Unless other arrangements have been approved by the Superintendent's Office, all tour participants shall sign in at the Communication Center or Portland or Junction City Reception prior to the tour.

SUBJECT: Tours at OSH

POLICY NUMBER 1.009

DATE: March 19, 2013

PAGE 4 OF 4

2. Staff guides are responsible for ensuring that all tour participants are accounted for at all times.
3. Background checks are required only when tour participants will have patient contact, or if they enter occupied patient-care areas.

IV. ATTACHMENTS

Attachment A OSH Tour Request Form

V. REFERENCES

OSH Policy and Procedure 8.007, *Employee, Patient, and Visitor Identification*
OSH Policy and Procedure 8.026, *Visitors*

Replaces OSH Policy and Procedure 1.009, *Tours at Oregon State Hospital*, dated 08/27/2009.