

OREGON STATE HOSPITAL

POLICY

SECTION 1: Administration **POLICY: 1.009**

SUBJECT: Tours at Oregon State Hospital

POINT PERSON: Strategic Communications
Officer

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

SELECT ONE: New policy Minor/technical revision of existing policy
 Reaffirmation of existing policy Major revision of existing policy

PURPOSE AND APPLICABILITY

- A. This policy establishes Oregon State Hospital (OSH) procedures for tours of OSH grounds. 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.
- B. People interested in touring the OSH Museum of Mental Health for museum tour information must contact the museum directly.
- C. This policy applies to all OSH staff and tour attendees.

POLICY

- A. OSH may accommodate tour requests as a means of fostering an environment of openness, developing community partnerships and support, and educating the public.
 - 1. OSH reserves the right to deny tours, restrict tours to specific areas of the hospital and limit the number of guests.
 - a. All tours of patient care areas require prior approval and are subject to change or cancellation for any reason at any time.
 - 2. Any OSH staff that receives a tour request must contact the Tour Coordinator.
 - a. General hospital tours are coordinated per Procedures A.
- B. Tour attendees must be escorted by designated staff tour guides.

1. Single tour groups are limited to six attendees. Tour size exceptions may be approved by the Superintendent in advance of the tour.
 2. Groups shall maintain a ratio of at least one (1) staff tour guide for every four (4) tour attendees. Tour ratio exceptions may be approved by the Superintendent in advance of the tour.
 3. To minimize impact to patients and staff, OSH may limit the number of tours each day.
 4. Tour attendees are encouraged to use the restroom prior to entering the secure perimeter or after exiting the secure perimeter. Restrooms within the secure perimeter are not readily accessible.
- C. Tour attendees are required to complete the OSH Safety and Confidentiality agreement (Attachment B).
- D. Tour attendees must bring valid government photo identification.
- E. All staff and tour attendees must comply with all OSH policies and any additional directives including, but not limited to:
1. 5.029, "Tobacco and Smoke-Free Facility."
 2. 7.003, "Photographing or Recording of Patients."
 - a. Tour attendees may not take photographs or recordings of patients, patient information, or of security-sensitive items (i.e., sally ports, security camera locations).
 3. 8.007, "Identification Badges."
 - a. All tour attendees must wear an OSH visitor badge above the waist and clearly visible for the duration of their tour.
 4. 8.026, "Visitors to Patients."
 5. 8.044, "Contraband and Prohibited Items."
 - a. Tour attendees and their belongings are subject to search.
 - b. Tour attendees must comply with instruction from OSH Security staff and tour guides regarding personal property.
 6. Tour attendees that do not comply may be denied entry or removed from a tour.

- F. For patients' well-being and safety, and for the security of staff and other visitors, tour attendees must be dressed for the hospital environment. Visitors dressed inappropriately may be denied entry for a tour.
1. Comfortable closed toed walking shoes are encouraged.
 2. Inappropriate attire for the hospital environment includes, but is not limited to:
 - a. Camouflage or military-type clothing, except as approved in advance by OSH;
 - b. Clothing with words or logos related to alcohol, tobacco products, drugs, vulgarity, violence, bigotry, sexual connotations, or those containing allusion to any of these items;
 - c. Clothing that may be considered provocative, including, but not limited to, see-through, skin-tight, or low-cut clothing and/or clothing that exposes undergarments, back, midriff, or thighs at any time (i.e., while sitting, standing, or bending over);
 - d. Excessively short skirts or shorts;
 - e. Hats or other head coverings which obstruct facial features excluding religious practices; and
 - f. Accessories that might be a safety hazard, including anything that may be used as a ligature device or weapon.
- G. Tour attendees will be required to store any non-essential personal items while on the tour/ within the secure perimeter.
1. Lockers are available for use in the lobby
 2. Non-essential personal items include but are not limited to:
 - a. Cellphones,
 - b. Laptops,
 - c. Purses or backpacks,
 - d. Food,
 - e. Excess clothing.
 3. Weapons are prohibited on OSH campus unless the individual is law enforcement personnel. Law enforcement must utilize the weapons lock box upon arrival in the entryway.
- H. OSH follows all applicable regulations, including federal and state statutes and rules; Oregon Department of Administrative Services (DAS), Shared Services,

and Oregon Health Authority (OHA) policies; and relevant accreditation standards. Such regulations supersede the provisions of this policy unless this policy is more restrictive.

- I. Staff who fail to comply with this policy or related policy attachments or protocols may be subject to disciplinary action, up to and including dismissal.

DEFINITIONS

- A. "Contraband" is defined in OSH policy "Contraband and Prohibited Items" and means any item that is not permitted on OSH grounds. Contraband includes, but is not limited to:
 1. Weapons, controlled substances, cannabis and products containing cannabis, drug paraphernalia, illegal substances, lighters or incendiary devices, explosives, and escape devices;
 2. Any substance or article that is likely to cause harm to patients or others;
 3. Any substance or article that violates facility infection control requirements; or
 4. Any substance or article that is otherwise illegal.
- B. "Complementary Personnel Database (CPD) Checklist" is a report generated within the Complementary Personnel Database that includes attendees, the safety brief, and steps to follow for the tour guide.
- C. "Occupied patient care areas" refers to patient care areas in which patients are present. A treatment mall is considered an unoccupied patient care area after hours.
- D. "Patient care area" is as defined in OSH policy 5.017. Patient care area for the purpose of this policy means any portion of the facility wherein a patient is intended to be examined or treated.
- E. "Prohibited Item" is as defined by OSH policy 8.044 "Contraband and Prohibited Items" as an item that has been determined to be potentially detrimental by the PET for patients at a particular level of care. A prohibited item is not permitted to be in patient possession with exceptions indicated in policy 8.044.
- F. "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).
- G. "Safety" is as defined by OAR 309-108-0005. Safety means protecting the patient and others from potential harm or preventing the patient from escaping or leaving

without authorization, damaging state property, damaging the patient's or another patient's personal property, or committing or attempting to commit a crime.

- H. "Staff" includes employees, volunteers, trainees, interns, contractors, vendors, and other state employees assigned to work at OSH.
- I. "Tour guide" means staff who have been trained to lead or accompany a tour. Staff guides must remain with their group at all times while inside the secure perimeter.
- J. "Tour" refers to one or more non-staff persons visiting the hospital for educational or professional purposes, and whose visit will take them inside the hospital's secure perimeter.
- K. "Tour attendee" in this policy refers to one or more non-staff persons visiting the hospital for tour purposes.
- L. "Tour Coordinator" means the Communications department staff assigned to approve tours.
- M. "Weapon" is as defined in OSH policy 8.044, "Contraband." Weapon is as defined in DAS 50.010.05, ORS 166.360, ORS 166.382, and OAR 309-108-0005 – includes but is not limited to:
 - 1. firearm,
 - 2. any dirk, dagger, ice pick, slingshot, metal knuckles, improvised pointed or bladed instrument, or any similar instrument or knife, the use of which could inflict injury upon a person or property,
 - 3. mace, tear gas, pepper mace or any similar deleterious agent as defined in ORS 163.211,
 - 4. As allowed per DAS policy 50.010.05, OSH has determined that mace, oleoresin capsicum (OC) self-defense spray, and less-than-lethal flashlights with mace or OC combination are not considered weapons if securely possessed and used exclusively by staff within provisions of this policy.
 - 5. An electrical stun gun or similar instrument,
 - 6. A tear gas weapon as defined in ORS 163.211,
 - 7. A club, bat, baton, billy club, bludgeon, knobkerrie, nunchaku, nightstick, truncheon or any similar instrument, the use of which could inflict injury upon a person or property,
 - 8. A dangerous or deadly weapon as defined in ORS 161.015,

9. This further includes any weapon, device, instrument, material, or substance which under the circumstances in which it is used, intended or attempted to be used or threatened to be used, is readily capable of causing death or serious physical injury or specifically designed for and presently capable of causing death or serious physical injury.

PROCEDURES

Procedures A Requests and Process of a Tour

ATTACHMENTS

Attachment A Tour Request Form

Attachment B Confidentiality and Safety Agreement

Attachment C Kirkbride Tour Map

Attachment D Junction City Tour Map

RELATED OSH POLICIES AND PROTOCOLS

2.017 Influenza Prevention

4.005 Visitors Cottage

5.017 Dress Code

5.029 Tobacco and Smoke-Free Facility

7.003 Photographing or Recording of Patients

8.007 Identification Badges

8.026 Visitors to Patients

8.044 Contraband and Prohibited Items

REFERENCES

DAS 50.010.05

OAR 166-300-0015

OAR 309-108-0005

OAR 309-106-0005

ORS 161.015

ORS 166.360

ORS 166.382