

# FRIENDS & FAMILY GUIDEBOOK

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[OSH.OmbudsandFamilyServices@odhsoha.oregon.gov](mailto:OSH.OmbudsandFamilyServices@odhsoha.oregon.gov)**

Oregon  
**Health**  
Authority



Friends and Family Guidebook  
Revised October 2020

## Oregon State Hospital – Salem Campus

2600 Center St. NE Salem, OR 97301

**Reception:** 503-945-2800

**Toll free:** 800-544-7078

**Website:** [www.oregon.gov/oha/OSH](http://www.oregon.gov/oha/OSH)

## Oregon State Hospital – Junction City Campus

29398 Recovery Way Junction City, OR 97448

**Reception:** 541-465-2554

**Toll free:** 877-851-7330

**Website:** [www.oregon.gov/oha/OSH](http://www.oregon.gov/oha/OSH)

Oregon State Hospital – Ombuds and Family Services

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# Welcome

## Dear Family and Friends,

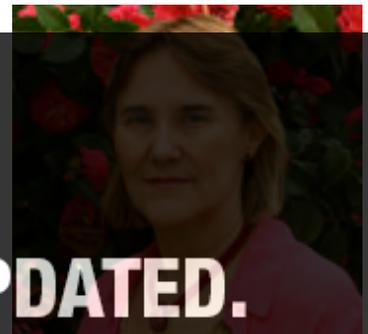
Having a loved one admitted to Oregon State Hospital can be a challenging time. It is normal to feel confused, scared, sad, and even relieved.

We expect you may have questions and concerns. The hospital's Family Services Office is here to help. Our office will do its best to encourage and support you throughout your loved one's hospitalization.

We hope that this guidebook will answer many of your questions and help you become more familiar with how the hospital works. Also, be sure to visit our website, at [www.oshfriends.com](http://www.oshfriends.com), for information, additional resources, news and updates about the hospital. If you don't find what you're looking for, please contact us at the email and phone numbers listed on the inside front cover.

Thank you,

Deborah Howard



Deborah Howard  
Director, Ombuds &  
Family Services

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Oregon State Hospital

Mission

Our mission is to provide a comprehensive, evidence based, patient centered treatment focusing on recovery and community reintegration, all in a safe environment.

Vision

We are a psychiatric hospital that inspires hope, promotes safety, and supports recovery for all.

# OSH Family Services

The Family Services Office is here to provide friends and family with information about the hospital. We understand for many this can be a confusing and scary time. OSH policies and procedures can be overwhelming for families and are different than community-based services and programs such as hospitals or jails. This guidebook has been designed to answer many of your questions, however, we encourage you to contact our office when we can help clarify your questions or address your concerns.

OSH Family Services also host the following events:

## Friends and Family Day

In the spring and fall, OSH hosts a "Friends and Family Day" at OSH Hospital. Friends and family can enjoy a meal with the loved one at no cost, learn more about the hospital, meet hospital staff, and participate in recreational activities.

Activities may include:

- Patient art show.
- Live music.
- OSH department information booths.
- OSH department information booths.
- Hospital leadership meet and greet.
- Hospital tours.

## Family orientation

Several times a year, OSH hosts an orientation to provide information to friends and family of recently admitted patients. OSH understands this can be a stressful time for you. You may be worried about your loved one, or you do not know what to expect or how things work at OSH.

This orientation addresses the common questions asked by friends and family members about Oregon State Hospital.

Information includes:

- A "day in the life" at OSH.
- Admission types and treatment team overview.
- Intake process.
- Family involvement.
- Communicating with loved ones at OSH.
- Resources for families.

This is not an event the patient may attend.

Please see the inside front cover for all the ways you can reach us. Don't forget to follow us on <https://www.facebook.com/oshfamily> and <https://www.instagram.com/oshfamily> for announcements of these events and more.

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# OSH Ombuds Services

An ombud is a neutral intermediary between Oregon State Hospital (OSH) and a patient's family or friends. As the ombuds for the hospital, we investigate complaints about the hospital.

Our office works across disciplines and divisions within OSH and the Oregon Health Authority. We work to get answers and identify the best possible resolutions.

An ombud's conclusions must be fair, reasonable and firmly grounded in fact. Ombuds make recommendations to hospital leadership for corrective action, as appropriate. OSH leadership supports and values the role of the Ombuds Office and seriously considers all recommendations for improvement.

## How to file a complaint

The OSH Ombuds Office has staff on both the Salem and Junction City campuses. To make a verbal complaint, please contact us at:

- Salem Office: 503-947-8109
- Junction City Office: 541-465-2785

## To make a written complaint:

- Email [OSH.OmbudsServices@dhsoha.state.or.us](mailto:OSH.OmbudsServices@dhsoha.state.or.us) to request an electronic copy.
- Visit [www.OSHFriends.com](http://www.OSHFriends.com) to access the compliant form online.

## Complaint forms are located:

- In the brochure racks located in the hospital lobbies.
- At Reception, upon request.

## Request for a mailed copy by calling:

- Salem: 503-945-2800
- Junction City: 541-465-2785

## Methods to submit completed forms:

- Drop off in person.
- Salem: Reception lobby drop box labeled "Comment cards and complaint forms."
- Junction City: Reception desk.
- Email: [OSH.OmbudsServices@dhsoha.state.or.us](mailto:OSH.OmbudsServices@dhsoha.state.or.us)
- Mail to:  
OSH Ombuds  
2600 Center Street NE  
Salem, OR 97301

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## How will the ombuds handle my complaint?

Each complaint will be screened to determine if it falls within the scope of the OSH Ombuds Office. We will assign issues that are within scope to follow up and possible investigation. We will not assign issues that are outside the scope of our authority to do. We will notify you of this decision.

During an investigation, ombuds must remain impartial and maintain confidentiality. We cannot share documents with you that we gather and review for the investigation.

The amount of time we need to reach a decision will vary from case to case, depending on the complexity of the complaint.

After an investigation, the ombuds will inform you of their conclusion or recommendations, and, if appropriate, any action OSH has or plans to take.

# Introduction

Oregon State Hospital (OSH) provides patient-centered psychiatric treatment for adults from throughout the state who need hospital-level care. The hospital’s primary goal is to help people recover from their illness and return to the community. Services include psychiatric evaluation, diagnosis and treatment, as well as community outreach and peer support.

Oregon State Hospital operates under the direction of the Oregon Health Authority. With two campuses – one in Salem and one in Junction City – Oregon State Hospital serves more than 1,400 people per year.

Hospital-level care includes: 24-hour, on-site nursing, psychiatric and other credentialed professional staff, treatment planning, pharmacy, laboratory, food and nutritional services, vocational and educational services. The hospital is accredited by The Joint Commission and its units are certified by the Centers for Medicare & Medicaid Services.

## Trauma-informed care

OSH provides trauma-informed care and care. Staff recognize that bad things happen to good people, and people can overcome the challenges they face.

## What is trauma?

Trauma results from an event that is observed or lived by an individual as physically or emotionally harmful or life threatening. The event has lasting, adverse effects on a person’s functioning and well-being. Untreated trauma can lead to a lack of self-worth, living in fear, depression, health issues and relational issues.

## What can cause trauma?

- Childhood neglect or abandonment.
- Chronic stress.
- Wartime combat.
- Discrimination.
- Poverty.
- Homelessness.
- Hospitalization.
- Physical, emotional or sexual abuse/assault.

## What does trauma look like?

- Feeling disconnected from others.
- Not trusting at least one person's body.
- Being unable to know what is safe and unsafe.
- Being unable to imagine a better tomorrow.
- Feeling bad, broken or unlovable.
- Fear of loss.

## What can be done?

There is hope! People can and do heal from trauma. At OSH, patients can and are encouraged to work with staff who are trained to provide trauma-specific support. This might include members of their treatment team, or other staff within the hospital.

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# Commitment types

People are admitted to OSH under one of three commitment types. Commitment types help determine in which program a patient will live and the services they receive. They also play a part in how long people may stay here.

In some cases, a patient’s treatment team (see page 15) will determine when they are ready to leave the hospital. In other cases, the Psychiatric Security Review Board (PSRB) makes that decision. The PSRB is the agency in Oregon that supervises people who have been found “Guilty Except for Insanity” and people who have been civilly committed under PSRB supervision.

## Forensic commitment types

People who come to the Oregon State Hospital through a forensic commitment have been charged with criminal behavior related to their mental illness.

## Aid and assist (AS)

People under the “Aid and Assist (AS)” commitment are ordered to OSH by the courts under Oregon Law (ORS 161-370). Treatment focuses on stabilizing the symptoms of their mental illness, so they can understand the criminal charges against them and assist in their own defense. Under this commitment, patients receive “competency evaluations” to determine if they are “fit to proceed” with the legal process.

## Guilty except for insanity (GEI):

People found “Guilty Except for Insanity” (GEI) of a crime are sent to Oregon State Hospital because the court decided that they need a hospital level of care, due to their mental illness. People who plead GEI are usually under the jurisdiction of the Psychiatric Security Review Board (PSRB) for the maximum time they would have been sentenced to jail if they had been convicted. The PSRB will decide how long someone will be at OSH, based on their level of safety and recovery.

Under a GEI commitment, patients may be granted a “conditional release.” This means the person is released from the hospital to a facility in the community, but is still under the jurisdiction of the PSRB for the entire length of time set by the court. The PSRB determines the “conditions” the person must agree to and comply with while living in the community.

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Many seasonal events happen in the West Plaza of the Salem campus.

# Commitment types continued

## Civil commitment types

### Civil commitment

As defined by ORS 426.130, people who are civilly committed to Oregon State Hospital require a hospital level of care in a physically secure setting that is not available through community programs. Because of a mental illness, a court determined they were a danger to themselves or others.



One of the Therapy dogs on the Salem Campus.

### Civil commitment under the jurisdiction of the PSRB

The Psychiatric Security Review Board (PSRB) (see page 8) also supervises a small number of people who have been civilly committed by the court.

As defined by ORS 426.504, if a court finds, by clear and convincing evidence, that the person is "extremely dangerous" (2) The person suffers from a mental disorder that is resistant to treatment, and (3) Because of the mental disorder, the person could commit one of the serious crimes listed in the statute.



Staff and patients play volleyball in the East Plaza.

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### Voluntary admission by guardian:

If the court determines an individual lacks capacity to make decisions for themselves, it may legally appoint a responsible adult as their guardian. Guardians need to provide OSH with a copy of the court order that gives them legal guardianship status.

Guardians must work with the local community mental health provider and Oregon State Hospital's Admissions Office. Together, they will determine if the individual's needs can be met in the community, or if OSH level of care is needed.



Staff and patients play checkers at the Sjolander Empowerment Center.

# Hospital programs

Depending on their commitment type and treatment goals, staff place patients in the treatment program that will best meet their needs. Each of the six programs consists of several units where patients live while at the hospital. As they progress with treatment, and as their needs change, patients may move from one unit or program to another.

No matter which program someone is in, the hospital's goal is to help them get well so they can leave the hospital and achieve the goals they have set for themselves.

For program, unit and patient contact information, see pages 28 and 29 under Contact Information.

## Harbors

The Harbors Program mostly serves people who are under aid and assist court orders. People who plead guilty except for insanity (GEI) for a crime.

Patients in the Harbors Program receive treatment designed to help them prepare to return to court and move to a unit or program where they will have more choices.

During Harbors, patients learn how to manage their symptoms and medications, and they attend "treatment mall" groups to develop coping, vocational and legal skills- see page 12. Patients may also receive educational assistance, psychotherapy, spiritual care and help for alcohol and drug abuse.

## Archways

Archways serves people under aid and assist (.370) court orders. In this program, staff help patients stabilize their illness, gain the ability to work with their attorney, understand the charges against them, and participate in their own defense. All patients are enrolled in a legal skills group where they learn basic legal terminology.

Other treatment groups and resources include a law library, legal assistance, symptom management, anger management, mindfulness (such as tai chi), physical fitness, medication management and drug and alcohol education. During their stay, patients are periodically evaluated to determine if they are able to be able or have the ability to stand trial.

## Bridges

People in the Pathways/Bridges Program belong to the GEI population. Pathways serves patients from the Harbors Program who have progressed in their recovery. Bridges serves patients who are preparing to transition back to the community. The goal of the transition program is to help patients achieve their goals as they prepare for discharge or conditional release to a less-restrictive community setting.

Patients work on living skills through daily treatment mall activities, classes and approved outings. They also participate in discharge planning with their treatment team members.

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# Hospital programs continued

## Crossroads

The Crossroads Program serves people who are civilly committed or voluntarily committed by a guardian, as well as people who are under aid and assist orders.

People who have been civilly committed or voluntarily committed by a guardian attend treatment mall groups to learn how to manage their symptoms and medications, develop coping skills, and work toward returning to the community.

People under aid and assist court orders receive treatment designed to help them prepare to return to court.

## Springs

The Springs Program serves people of any commitment type who are older or who may have complex medical needs. These patients often experience co-occurring mental and physical illnesses that require hospital-level care for dementia or organic brain injuries. Treatment includes sensory and behavioral therapy. In addition, patients learn daily living, coping and problem-solving skills.

## Junction City

The Junction City Program provides care for people who have been found guilty except for insanity (GEI) of a crime, who have been civilly committed or who were voluntarily committed by a guardian. Patients receiving a hospital level of care and those living within the secure residential treatment facility (SRTF) attend treatment mall groups and participate in individual and group therapy offerings. Patients who are nearing discharge also participate in discharge planning with their treatment team.

## Rivers Run

The Rivers Run portion of the Junction City program serves people under civil commitments, voluntary and voluntary-by-guardian status. Residents are housed in two suites of the hospital grounds. They have access to treatment and services on and off campus to better meet their individual needs. Services focus on preparing people for a successful transition to a placement in the community. Hospital staff, community partners and friends and family will work with residents, so they are prepared to move to a less restrictive and more integrated setting.

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Patients and staff talk on the Sjolander Empowerment Center porch.

# Daily life

Oregon State Hospital works to provide care based on a patient’s individual needs. A typical day usually includes a combination of treatment mall groups, recreational activities, and opportunities for building skills that patients will need for a successful transition to a community setting.

A typical schedule for a patient at OSH includes\*:

7:30-9 a.m.	Breakfast is served in a central dining area
10 a.m.-noon	Treatment mall participation
Noon-1 p.m.	Lunch and break time
1-3 p.m.	Treatment mall participation
3-5 p.m.	Relaxation, recreational and social activities
5-6 p.m.	Dinner
6-10 p.m.	Relaxation, recreational and social activities

\*Actual meal and group times may vary depending on the program and unit.

## Treatment malls

The treatment mall is where people go for classes and activities.

Treatment malls are customized to offer different levels of care to meet every patient’s individual needs. Patients work with their treatment team to decide which classes are the right fit. Participation in treatment mall is an important part of progressing toward discharge.

Most treatment malls are open for at least four hours per day.

Classes vary by program and can include things like:

- Medication management
- Art and music therapy.
- Substance use treatment and support.
- Legal understanding.
- Animal assisted therapy
- Stress and healthy cooking.
- Computer skills.
- Coping skills.

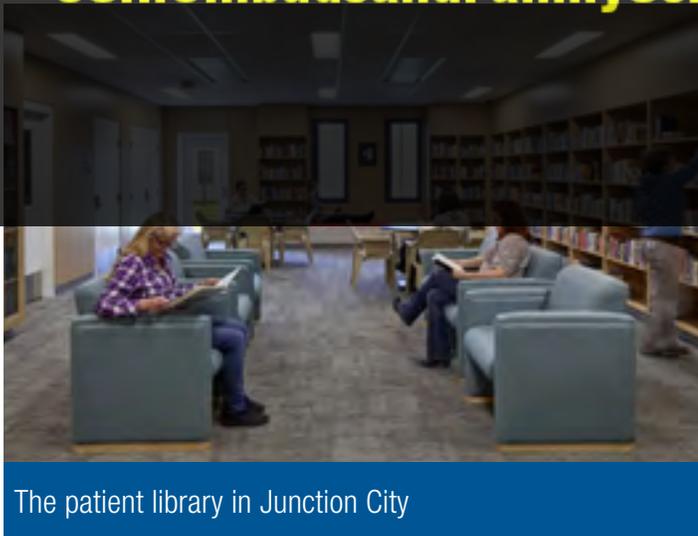
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## Sjolander Empowerment Center and The Welcome Center

Supported by Peer Recovery Services, the Sjolander Empowerment Center in Salem and the Welcome Center in Junction City were created to give patients a respite from the hospital environment. Patients have the chance to relax, build long-lasting, supportive friendships with their peers, and engage in peer-led recreational, social and therapeutic activities. This includes:



The patient library in Junction City

# Daily life continued

- Guest speaker workshops.
- Peer-to-peer problem solving.
- Support from community organizations.
- Play games, listen to music and make art.

Located across the street from the main entrance in Salem, the Sjolander Empowerment Center is open to patients who have on-grounds privileges, community members and former patients. The Welcome Center in Junction City is located just off the first-floor treatment mall and is open to all patients.

## Education

Oregon State Hospital wants to help patients achieve their educational goals. People under a GEI or civil commitment can earn their GED, graduate from high school, take college courses, and pursue lifelong learning through the hospital's Supported Education Department. By taking offered classes, patients can learn new skills to help with future employment, meet life goals, and start on an educational path they can continue after leaving the hospital.

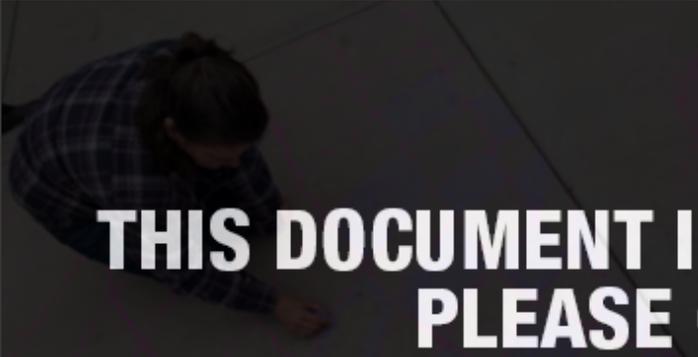
Staff will help patients identify the education program that matches their needs and interests. The type of school a patient attends depends on their age and commitment type.

### Quest Adult School

Quest Adult School offers opportunities for 18- to 24-year-olds to continue their education while at the hospital.

Students can take placement testing, earn their high school diploma, or complete pre-college coursework. Coursework is tailored to fit individual needs in such areas as basic reading, math, vocational and job skills training, social skills, and developing new leisure interests.

The school is open five days a week, 224 days a year.



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Patients decorate the Forest Quad in Junction City.

### Peer Recovery Services

Peer recovery specialists are staff members who have lived experiences with trauma, mental health, and substance use disorders. Peer recovery specialists share their stories of hope to help patients gain strength and empowerment on their journey toward wellness.

Peer recovery specialists meet with patients one-to-one or in a group to

- Offer support.
- Teach skills.
- Provide education and mentorship.
- Facilitate patient advocacy and leadership committees.

**(503) 947-8109 or**

**[OSH.OmbudsandFamilyServices@odhsoha.oregon.gov](mailto:OSH.OmbudsandFamilyServices@odhsoha.oregon.gov)**

# Daily life continued

## Work opportunities

People under a GEI or civil commitment may request the opportunity to work. They can use non-treatment time to learn job skills through the hospital's Vocational Rehabilitation Department. Patients apply and interview for positions in which they are interested, and they receive wages for their work. Patients are paid an hourly rate for most positions, including the following:

- Greenhouse attendant.
- Janitor.
- Kitchen worker.
- Coffee shop barista.
- Peer Recovery Services representative.
- Market sales associate.
- Office assistant.

## Recreation, leisure and fitness

Treatment Services staff offer a wide range of activities when treatment isn't scheduled.

### Activities include:

- Arts and crafts.
- Music.
- Basketball.
- Fitness classes.
- Movies.
- Board and card games.
- Outdoor time (walks, recreation, etc.).
- Off-grounds outings.  
(Depending on commitment type, privileges granted, and approval from the treatment team).
- Peer Advisory Council.
- Support groups.

Staff also organize special events for patients. Events have included musical productions, art festivals, holiday pageants, open mic performances and even Superbowl celebrations.

## Spirituality and faith

Spirituality is an important aspect of many patients' recovery. OSH supports all faith traditions through the Spiritual Care and Native Services Department. This interfaith department serves nearly 50 faith and Native traditions. Chaplains and Native providers are here to help patients draw upon their spirituality to find strength and hope. Staff work with patients to assess their spiritual needs and then match them with the appropriate services.

### Spiritual care services:

- Provides a range of denominational, non-denominational and spiritual ceremonies each month.
- Native and cultural services, including sweat lodge and smudge.
- Offer one-on-one meetings with the hospital chaplain.
- Provide support for emotional and spiritual distress.
- Connect patients with their faith community.

Upon request, may provide sacred items such as:

- Bibles.
- Rosaries.
- Medicine Bags.
- Reading materials.

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## Treatment team

Every patient has a treatment team, also known as the interdisciplinary team (IDT). This team is a group of skilled professionals who work together with patients to determine what treatment, services and supports will best help the patient. The group includes the patient, OSH staff, family members (with permission from the patient) and any combination of those identified in the graphic below.

Family involvement in these meetings can benefit everyone involved. If you are interested in participating, contact the staff on your family member's unit for more information.

Throughout the patient's hospital stay, the team meets regularly to review the patient's treatment goals and progress, and to update the patient's treatment care plan. If a treatment is not working, or as the patient gets better, the treatment team will adjust the treatment care plan accordingly.



## Confidentiality

The Health Insurance Portability and Accountability Act of 1996 (HIPAA) guarantees OSH patient privacy rights related to their health information.

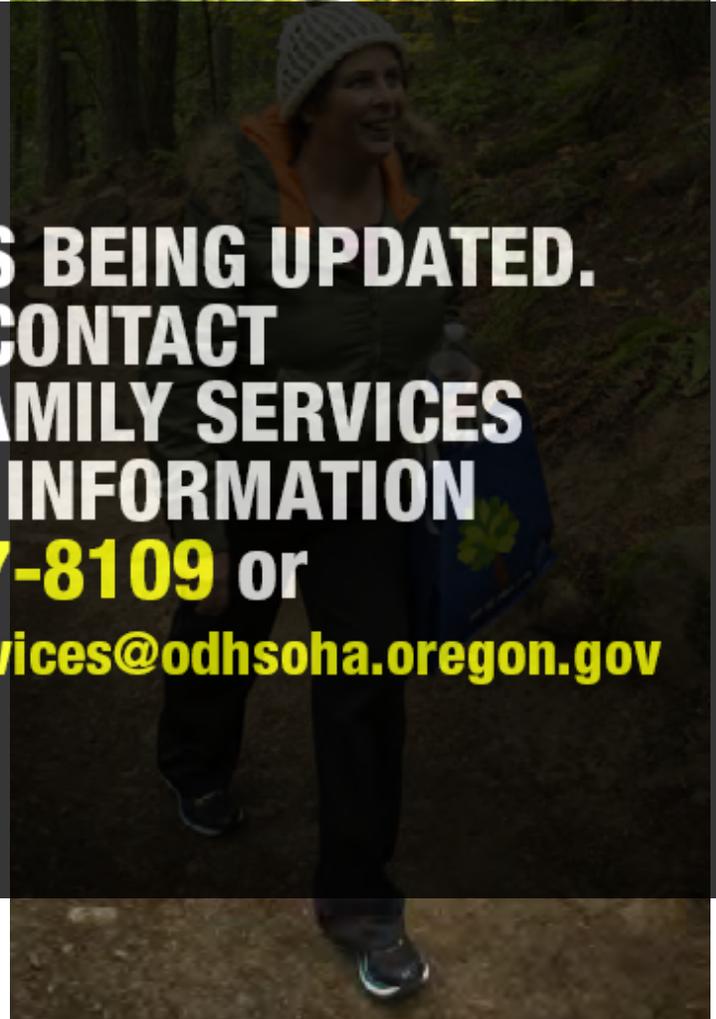
By law, there are two types of permissions a patient may grant by signing one or both of the following forms:

- A Disclosure of Hospitalization (DOH) form allows hospital staff to confirm someone is a patient at OSH.

- A release of Information (ROI) form allows hospital staff to share information about a patient's treatment with the specified person.

**Note:** The ROI may include the ability to talk with the patient's IDT (see Treatment Team page 15).

Patients can choose to withdraw this permission at any time, for any reason.



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A patient from the Junction City Campus goes on a hike near Eugene as a part of a hiking group.

# Family involvement

Maintaining connections with family and friends can be an important part of a patient’s recovery. You can show your support through visits, phone calls and mail. If patients give their permission, you are also encouraged to communicate with their treatment team. Oftentimes, family members have helpful suggestions and ideas for improving a person’s care.

## Sending mail and packages

Patients have the right to send and receive mail while at OSH. Many patients look forward to receiving letters and mail from their family and friends.

### Gifts/packages:

Before purchasing or mailing an item, we recommend you first contact unit staff for approval to ensure items are appropriate for a secure treatment facility.

If you do not know what unit to call, or if you have questions about sending packages, please call Family Services using the contact information at the front of this guide.

To send mail to a patient, please address it as follows:

**Salem**  
Patient name, Unit (if known)  
2699 Center St. NW  
Salem, OR 97301

**Junction City:**

Patient name, Unit (if known)  
29398 Recovery Way  
Junction City, OR 97448

Patients are also encouraged to write letters to their family and friends. If they are unable to pay for stamps and writing materials, the hospital will provide them with supplies to send up to three letters per week.

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Mountain Dining Hall on the Junction City Campus

### Phone calls

There are phones on each unit that patients can use to make and receive phone calls.

These phones provide access to nationwide calling at no cost. Patients have access to these phones daily. Family and friends are encouraged to call their loved one. Please see the “Contact Information” (page 29) section of this handbook for the list of patient phone numbers on each unit.

## Family involvement continued

### Money/patient trust accounts

Patients may choose to open a trust account while at OSH. Depending on a patient's privilege level or treatment team approval, patients can withdraw money from their account to shop in the OSH patient store, to purchase food at the hospital's café, or to place a mail order. They may also use money for outings, which may include purchases at local stores and restaurants.

Patients may not receive money directly. If you would like to deposit money into a patient's trust account, you can leave a check or money order in their name at Reception, or send it by mail directly to the patient or in care of the Patient Trust Department. Once received, hospital staff will help deposit money into a patient's account. If patients do not yet have a trust account, hospital staff can help them open one.

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The Kirkbride Market offers patient employment and a place to purchase snacks and hygiene items.

# Family involvement continued

## Family responsibilities

Definition: Family, for this document, means a person who plays a significant role in an individual's life. A family is a group of two or more persons united by blood or adoptive, marital, domestic partnership, or other legal ties.

The family may also be a person or persons not legally related to the individual (such as a significant other, friend, or caregiver) whom the individual personally considers to be family. A family member may be the surrogate decision-maker if

authorized to make care decisions for the individual – should they lose decision-making capacity or choose to delegate decision making to another.

OSH requests family enhance and support their involvement as a partner in the health care process by:

- Providing accurate and complete information about present symptoms, past illness and hospitalizations, medications, and other matters related to the patient's health to the best of the person's knowledge.
- Reporting perceived risks in the provision of care, unexpected changes in the patient's condition, and other concerns or questions.
- Communicating clinical concerns or questions.
- Asking questions when family does not understand what has been communicated about care or treatment, or asking about expectations regarding follow-up care or treatment.
- Expressing any concerns about the patient's ability to follow the Treatment Care Plan.
- Accepting natural outcomes if the family does not follow instructions given by health care personnel.

OSH expects family to support patients in the health care process by:

- Following rules and regulations including, but not limited to: patient care, safety, security, contraband, visitation and conduct.
- Showing respect and consideration toward patients, health care personnel; and other visitors, including being aware of patient need when interacting, helping control noise and environmental disturbances, and respecting patient and OSH property.
- Meeting financial commitments when acting as fiduciary for patient's finances.
- Assisting in maintaining health of patients, health care personnel, and visitors by:
  - ▶ Getting recommended vaccinations (e.g., flu).
  - ▶ Arranging visits when physically well.
  - ▶ Arranging visits when emotionally calm.

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A patient on the Salem campus embraces his mother.

# Visitation

Before visiting with your family member, you will need to fill out a visitor application\*.

## Step 1:

Visitor applications are available:

- In person, at Reception in both Salem and Junction City.
- By calling Reception and asking staff to mail a copy to you.
  - ▶ Salem: 503-945-2800 or 800-544-7078.
  - ▶ Junction City: 541-465-2554 or 877-851-7330.

• On the Ombuds and Family Services website at [www.odhsoh.org](http://www.odhsoh.org). Here you will also find informational videos that explain the visitation process for the Salem and Junction City campuses.

\* **Note:** There are separate applications for adults and children (under the age of 18).

## Step 2:

Complete application

- Carefully read and follow the directions.
- Make sure your application is legible, correct and complete.
- Incomplete, incorrect or missing information could delay the approval process.
- For questions about the application process, contact Ombuds and Family Services.

## Step 3:

Submit application

- Choose your preferred method of submission, as identified on the visitor application form.
- The OSH Security Department will run a criminal history check and notify the treatment team of any safety concerns.
- The application is forwarded to the treatment team to review.
  - If the treatment team approves the application, the patient will make the final decision to approve or deny it.
  - Please allow five business days (M-F) from the date OSH receives the application to complete the approval process.
  - You will learn of the hospital's final decision by either email or phone.
- If you have questions about the status of your application, please call Ombuds and Family Services.
- **Please note:**
  - Child visitations are restricted to specific times (see schedule on page 24).
  - Staff may deny or end visitation at any time if the safety of the patient, visitor(s) or staff is at risk.
  - Patients have the right to decline a visit at any time.

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Scan for Salem visitation video



Scan for Junction City visitation video



# Visitation continued

## Harbors visits

- Please call the unit at least 24 hours in advance to schedule a visit.
- First visits may be “non-contact” visits,
  - ▶ in which the visitor and patient will talk by phone while viewing each other through a visitation window.
- Children are not permitted during non-contact visits.

## Pictures

Due to privacy and confidentiality concerns, preauthorization is required for taking pictures while in the hospital. Please contact the nurse manager on the patient’s unit for information on how to receive preauthorization.

## Visitor attire

When you visit the hospital, please know that some patients may react to revealing clothing or images that promote the use of drugs, alcohol or violence. For their well-being and safety, as well as for the security of staff and other visitors, we ask that you dress for the hospital environment. Clothing should be modest and appropriate for the hospital. No pants or shorts. Visitors should also wear shoes or sandals. Thank you for your cooperation.

## Video visits

If you are unable to visit your loved one in person, for example due to distance or illness, you may be able to schedule a video visit instead. You must be an approved visitor and have access to a computer or smart phone with audio and video abilities. OSH is unable to provide technical assistance to family members. Please contact the patient’s unit to discuss this option and to arrange your visit.



Open Mic performance on the Salem Campus

## Visitation day

- Check in at Reception in the main entrance.
- Give packages and gifts for the patient to Reception for screening and inventory.
- Store your personal property (including cell phones) in provided lockers. You may keep cash or a debit card for purchases in the café.
- Security will screen the belongings you bring in for visitation. For more information, please see the room during visits section on Page 22.
- Before entering the secure area of the hospital, security will have you pass through a scanner on your body. Junction City visitors pass through a metal detector. If the metal detector is activated, staff may ask you to remove other items of clothing (such as a belt) or to empty your pockets.
- Staff will walk you to the visiting location.
- Brief greeting, farewell embraces and kisses are permitted. Please refrain from other types of physical contact.

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# Visitation continued

## Health and wellness

To help support the health of all OSH patients, staff and visitors, we ask that you refrain from visiting if you are feeling unwell.

We encourage all visitors to get an annual flu shot and use OSH hand hygiene stations in the lobbies before and after visitation. Covering coughs and sneezes is encouraged, as well. During flu season, if OSH requires visitors to wear a mask, the hospital will provide them.

OSH may occasionally close a unit when there is a high level of any contagious illness. When this happens, the hospital will post information at [www.oshfriends.com](http://www.oshfriends.com) and at the OSH Reception desk.

## Food during visits

There are several ways to enjoy food with your loved one during a visit. Please note that you must take any leftovers with you when you leave. Patients may not bring food back to the unit.

## Store-bought food:

- Bring food and non-alcoholic drinks in their original, factory-sealed containers.
- Microwaves may be available depending on the location of your visit.
- Container cannot be glass, metal or aluminum.
- Food and drinks may not be homemade or from a restaurant.
- Plastic grocery bags are not permitted.

## Kirkbride Café and Valley Café

Specific to Archways, Bridges, Crossroads and Junction City:

The cafes allow you to enjoy a meal or snack while visiting.

Hot and cold foods, snacks, desserts and beverages are available for purchase. Cash and debit cards accepted.

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Visits can happen indoors or outside. Pictured: Valley Quad on the Junction City Campus.

# Visitation continued

## Family dining

The Family Dining Room provides the perfect setting to celebrate a birthday, anniversary, holiday, or other memorable occasion. You can select a meal from the hospital's catering menu (for a fee) or purchase food in the cafe.

Room and catering reservations must be made at least two weeks in advance. Requests are contingent on staff availability and approval from the patient's unit.

For more information, and to request a reservation, please call Family Services at

- 503-947-8109 (Salem).
- 541-465-2785 (Junction City).
- Or email:

[OSH.FamilyServices@odhsoha.state.or.us](mailto:OSH.FamilyServices@odhsoha.state.or.us)

## Gifts and Other Items during visits

- You may bring items to the hospital for the patient when you come to visit.
- Upon check in, tell Reception staff that you have items for the patient and follow their instructions.
- With prior arrangement, Security will agree and bring special-occasion gifts (such as birthday presents) to the visitation area or patients can open them in front of you. Please contact the patient's unit to make this arrangement.
- Gifts cannot be wrapped.
- Gifts can be put into gift bags.

To ensure you bring only items that are allowed, you can:

- Call the patient's unit to get approval for items in advance, or
- Contact OSH Family Services prior to your visit

## Visitor cottage

OSH Salem has a communal Visitor cottage for family and friends traveling long distances.

- To request a reservation, please contact the patient's social worker.
- Reservations are required (at least one week in advance).
- The cost is \$5 per night, per room, payable at check in.
- You can stay a up to three nights in a 30-day period.
- Staff will assign you a private bedroom, but you will share all other areas (living room, dining, kitchen and bathrooms) with other guests.
- You will receive bed linens and towels.

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The Visitor cottage on the Salem Campus

# Visitation schedule

**Harbors (.370 and GEI)** – Anchor 1, 2, 3, Lighthouse 1, 2, 3

Visitation Location: Harbors first floor dining room

	SUN	MON	TUES	WED	THURS	FRI	SAT	Holiday
Visiting Hours	9:15-11:15 a.m.	6:30-8:30 p.m.	6:30-8:30 p.m.		3:15-4:30 p.m.	3:15-4:30 p.m.	6:30-8:30 p.m.	9:15-11:15 a.m.
Adult Non-Contact	6:30-8:30 p.m.	6:30-8:30 p.m.	3:15-4:30 p.m.		6:30-8:30 p.m.	3:15-4:30 p.m.	6:30-8:30 p.m.	6:30-8:30 p.m.
Child Visits	2-4 p.m.			6:30-8:30 p.m.			2-4 p.m.	2-4 p.m.

**Archway (.370)** – Top 1, 2, 3, Floor 3, Loft 1, 2

Visitation Location: Kirkbride Café

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**Bridges and Pathways(GEI)** – Bridge 1, 2, 3, Bird 1, 2, 3

Visitation Location: Kirkbride Café

	SUN	MON	TUES	WED	THURS	FRI	SAT	Holiday
Visiting Hours	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.

## Visitation schedule continued

These visitation schedules are accurate as of November 2019.  
For the most up-to-date schedules visit [www.oshfriends.org](http://www.oshfriends.org).

### 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.

### Springs (Newspaper/Periodical) – Butterfly 1, 2, 3

Visitation Location: On unit

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### Junction City (GEI and Civil Commitment) – Mountain 1, 2, 3, Forrest 2

Visitation Location: Valley Café

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

# Contraband and prohibited Items

## Contraband

If you provide contraband items to a patient, hospital staff may restrict you from visiting or refer you to Oregon State Police. Supplying contraband is a Class C felony per Oregon Revised Statute (ORS) 162.185. Staff have the right to search you, or your belongings, while you are on OSH property if they have a reasonable belief that you possess contraband.

“**Contraband**” means any item that is not permitted on OSH grounds. Contraband includes, but is not limited to:

- Alcohol, marijuana, including medical marijuana or products containing marijuana; illegal drugs and drug paraphernalia.
- Cigarettes, e-cigarettes, vaping products or paraphernalia, matches or lighters.
- Weapons, firearms, or fireworks.
- Any substance or article that is likely to cause harm to patients or others.

## Prohibited items

These are items that could possibly be harmful to patients at a particular level of care. This includes but is not limited to:

- Aerosol spray cans.
- Shoelaces.
- Hair dryers.
- Hygiene products with alcohol.
- Safety pins.
- CDs.

Please contact the patient’s unit or Family Services for additional information.

A complete contraband and prohibited items list can be found at [OSHFFriends.com](http://OSHFFriends.com).

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A group meets under an art structure in a Springs quad.

# Resources for family and friends

## Resources within the hospital

If you have questions about the services and care that patients receive at the hospital, staff are available to help.

### Ombuds and Family Services

This team works closely with patients and their families to answer questions about the hospital, provide education and support, and give assistance with issues or concerns.

- Salem: 503-947-8109
- Junction City: 541-465-2785
- [OSH.OmbudsandFamilyServices@dhsosha.state.or.us](mailto:OSH.OmbudsandFamilyServices@dhsosha.state.or.us)
- [www.osh.state.or.us](http://www.osh.state.or.us)
- [Facebook.com/oregonstatehospital](https://www.facebook.com/oregonstatehospital)

### Resources outside of the hospital

#### Office of Training, Investigations and Safety (OTIS)

Investigation of all reports of alleged patient abuse

- 503-689-5076 or 800-406-4287

#### The Joint Commission (TJC)

TJC makes sure the hospital meets national standards on health care.

- 800-994-6610

#### National Alliance on Mental

#### Illness (NAMI) Oregon

“Dedicated to improving the quality of life for individuals living with mental illness, as well as their families and loved ones.”

- [www.namior.org](http://www.namior.org)
- 503-230-8009 or 800-343-6264

## Disability Rights Oregon (DRO)

“To promote and defend the rights of individuals with disabilities.”

- [www.droregon.org](http://www.droregon.org)
- 503-243-2081 or 800-452-1694

## Health Care Regulation and Quality Improvement (HCRQI)

The HCRQI program regulates health care facilities, providers and suppliers in acute care and community-based programs. The HCRQI program is part of the Center for Health Protection in the Public Health Division of the Oregon Health Authority.

Complaints concerning patient rights related to

- 42 CFR 482.16 may be reported by contacting:
  - Health Care Regulation and Quality Improvement
    - 800 NW Oregon Street, suite 305
      - Portland, OR 97232
      - 971-675-0540

## Brain Injury Alliance of Oregon

Dedicated to creating a better future through brain injury prevention, resource facilitation, education, advocacy, peer mentoring and support groups.

- [www.biaoregon.org](http://www.biaoregon.org)
- 800-544-5243

## Alzheimer’s Network of Oregon

“Provides compassionate support to individuals, their families and caregivers impacted by Alzheimers disease and other dementias. We provide services and education programs that families need through a local community presence.”

- [www.alznet.org](http://www.alznet.org)
- 503-364-8100

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# Contact information

## Program director and nursing station numbers:

Crossroads		Pathways	
Program director	503-945-2800*	Program director	503-945-2800*
Leaf 3	503-947-2724	Bird 1	503-947-3734
Flower 1	503-947-2714	Bird 2	503-947-8118
Flower 2	503-947-2744	Bird 3	503-947-3754
Harbors		Bridges	
Program director	503-945-2800*	Program director	503-945-2800*
Anchor 1	503-947-4264	Bridge 1	503-947-3764
Anchor 2	503-947-4266	Bridge 2	503-947-3774
Anchor 3	503-947-4267	Bridge 3	503-947-3784
Lighthouse 1	503-947-4268	Spine	503-945-2800*
Lighthouse 2	503-947-4281	Program director	503-945-2800*
Lighthouse 3	503-947-4285	Butterfly	503-947-3704
Archways		Butterfly	
Program director	503-945-2800*	Butterfly 2	503-947-3714
Flower 3	503-947-2767	Butterfly 3	503-947-3724
Leaf 1	503-947-2704	Junction City	541-465-2554*
Leaf 2	503-947-2734	Mountain 1	541-465-2704
Tree 1	503-947-2767	Mountain 2	541-465-2714
Tree 2	503-947-2774	Mountain 3	541-465-2472
Tree 3	503-947-2784	Forest 2	541-465-2744
		Rivers Run	
		Program manager	541-465-2554*
		Rivers Run 1	541-465-2925
		Rivers Run 2	541-465-2858

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\* To contact a program director, call Reception at 503-945-2800 (Salem) or 541-465-2554 (Junction City).

# Patient telephone numbers

Crossroads				
Leaf 3	503-947-2485	503-947-2484		
Flower 1	503-947-2487	503-947-2486		
Flower 2	503-947-2489	503-947-2488		
Harbors				
Anchor 1	503-945-8848	503-945-9741	503-945-9473	503-945-9743
Anchor 2	503-945-9782	503-945-9790	503-945-9796	
Anchor 3	503-945-9804	503-945-9807	503-945-9836	
Lighthouse 1	503-945-9846	503-945-9867	503-945-9861	
Lighthouse 2	503-945-9876	503-945-9898	503-945-9889	
Lighthouse 3	503-945-9904	503-945-9925	503-945-9916	
Archways				
Flower 3	503-947-2491	503-947-2490		
Leaf 1	503-947-2481	503-947-2480		
Leaf 2	503-947-2483	503-947-2482		
Tree 1	503-947-2493	503-947-2492		
Tree 2	503-947-2495	503-947-2494		
Tree 3	503-947-2497	503-947-2496		
Pathways				
Bird 1	503-947-2552	503-947-2551		
Bird 2	503-947-8100	503-947-8101		
Bird 3	503-947-3658	503-947-3657	503-947-2554	
Bridges				
Bridge 1	503-947-3650	503-947-3651		
Bridge 2	503-947-3652	503-947-3653		
Bridge 3	503-947-3654	503-947-3655		
Springs				
Butterfly 1	503-947-3659			
Butterfly 2	503-947-3660			
Butterfly 3	503-947-3661			
Junction City				
Mountain 1	541-465-2688	541-465-2689		
Mountain 2	541-465-2690	541-465-2691		
Mountain 3	541-465-2692	541-465-2693	Rivers Run 1	541-465-2682
Forest 2	541-465-2696	541-465-2697	Rivers Run 2	541-465-3006

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**Note:** These phones are answered by patients. Please ask your loved one which phone number on their unit is best for you to call. Patient phones are turned off at certain times of the day, including treatment mall hours and late night hours. These times vary by unit.

**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:

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## Notes

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## **Oregon State Hospital – Salem**

2600 Center St. NE

Salem, OR 97301

**Reception:** 503-945-2800

**Toll free:** 800-544-7078

## **Oregon State Hospital – Junction City**

29398 Recovery Way

Junction City, OR 97448

**Reception:** 541-465-2554

**Toll free:** 877-851-7330

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