



Dear OSH Family and Friends,

Maintaining connections with family and friends can be an important part of a patient's recovery. One way that you can show their support is through visitation. We are pleased to tell you that your OSH visitor application has been approved. We want your visitation experience to be a positive one. To help with this, please review the information included with this letter. You can find additional information at www.OSHFriends.com.

OSH offers both in-person and virtual visitation. In-person visitation may be limited by unit or hospital wide due to current medical restrictions because of communicable disease.

Virtual Visitation

OSH offers Microsoft Teams virtual visits for all patients who are interested. These visits must be requested by the patient, with staff on their unit. Staff will email the visitor a link to the virtual visitation "room" in advance of the visit.

In Person Visitation

Due to space and staffing limitations, we ask that you schedule in-person visits in advance. Walk in visits may be available if space allows, but are not guaranteed. Approved visitors can schedule their visit by calling 503-945-2800 in Salem and 541-465-2554 in Junction City. A copy of our current visitation schedule has been included with this letter. Reception staff will ask you for the following information:

- The name of the person you want to visit
- The names of all visitors planning to attend, including any minors
- Your email address and phone number, in case we need to reschedule visits for any reason
- Your preferred visitation date and time, with alternatives if your preferred time is not available.

See the visitation schedule for more information.

If you need to cancel or modify your visit, call the reception numbers provided above. Modifications are dependent upon staff and space availability. Staff will notify you if a patient declines to visit.





Food/Beverages/Property

OSH is required to keep patients safe. One way we are doing this is to ensure all patient property is approved for use in our secure psychiatric environment. As a result, visitors may not bring items, including food or beverages, to use or give to their loved ones during a visit or send packages through the mail. During a visit, visitors can buy items on a patient's pre-approved order form from the OSH Market. These items will be delivered to the patient on their unit, after their visit.

Food and beverages may be available for purchase from the cafe and coffee shop. Patients may not take these items back to their unit. Items not consumed during your visit must be thrown away or taken with you.

Child visits

Child visits are scheduled for specific times and locations.

Children younger than 18 are allowed to visit when:


- The child's legal parent or guardian has completed a minor visitor application, which OSH has approved
- The child is always accompanied by an approved adult visitor

During child visits, each patient is allowed two adult visitors with no limit on the number of children.

Child visits are scheduled separately from adult visits.

The Day of Your Visit

Please plan to arrive 10-15 minutes before your scheduled visit. This will allow for time to check in and go through the security-screening process. Please consider leaving personal items either at home or in your locked vehicle. Upon your arrival:

- Check in with Reception at the main entrance.
 - Security staff will ask you to store all personal property — including cell phones, purses, and bags — in provided lockers. You may keep cash or a debit card for purchases in the market.
 - In Salem, before entering the visitation area, Security staff will wave a metal detector around your body. Junction City visitors will 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 visitation area.
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Purchasing from the Market

Visitors may purchase items in the patient Market from a patient's approved Market order form. To purchase items in this way, please note the following:

- Patients must submit their Market order form for staff approval at least 24 hours before their scheduled visit.
- Staff will verify that the patient has room to store the items and that the items are approved for the specific patient.
- The patient must bring their approved Market order form to their visit.
- Items must be paid for using the visitor's money and will remain with security staff to be delivered to the patient's unit after their visit.

Family Involvement

OSH recognizes and supports the critical role families and friends play in the care and recovery of patients. Upon admission, patients are told that they will need to sign a release of information (ROI) for OSH to share any information with their family or friends. Without a signed ROI, staff are limited in the type of information they can share. An ROI is not required for visitation or to send mail to patients.

Mail can be sent to:

Patient Name
2600 Center Street NE
Salem, OR 97301

If you have questions or concerns about the visitation process, family involvement, or other hospital related issues please contact OSH Ombuds and Family Services at 503-947-8109 in Salem, at 541-465-2785 in Junction City, or by emailing OSH.OmbudsandFamilyServices@odhsoha.oregon.gov.



Oregon State Hospital Visitation Guidelines

To promote safety and to ensure a positive visitation experience all visitors must follow the visiting guidelines below. Violation of these guidelines, including infection prevention requirements, may result in the termination of your visit and a restriction of future visitation privileges.

Visit www.OSHFriends.com for more information about visitation.



Visitation

OSH has designated visitor areas in the hospital.

For security reasons the number of visitors may be limited.

Children under 18 can visit with prior approval while accompanied by an approved adult visitor.

Visits with minors will follow a different schedule as noted on the visitation schedule.

Smoking/Tobacco products

Smoking and tobacco products, including marijuana, cigarettes, e-cigarettes, vaping products or paraphernalia, matches, or lighters are not allowed on hospital grounds. This includes the hospital, parking lots, and all associated OSH property.

Money/Funds

Patients may not receive money directly from their visitor.

During a visit you can leave money to be deposited into your loved one's trust account with Reception staff in the main lobby.

You will be provided with a receipt.

Gifts/Property

OSH is required to keep patients safe. One way we are doing this is to ensure all patient property is approved for use in our secure psychiatric environment. As a result, visitors may not bring items to give to their loved ones during a visit or send packages through the mail. During a visit, you can buy items on a patient's pre-approved order form from the OSH Market.

Physical Greetings

Greeting and farewell embraces and brief kisses are permitted.

Please refrain from other types of physical contact.



Food

Outside food and drink are not allowed.

Food and drink purchased at OSH may only be consumed during visitation. Patients may not take food or drink back to their unit. Any leftover food items must be removed by the visitor at the completion of the visit. The hospital may restrict access to food and drinks during visitation for infection prevention purposes.

Photographs

With prior authorization, photographs with patients are permitted. The hospital has cameras and staff can assist with taking photos of you and your loved one. Please contact your loved one's unit or OSH Family Services to make this request.

Guest Behavior

Disruptive behavior, including, but not limited to arguing, shouting, using profanity, or appearing intoxicated may lead to your visit being terminated.

Health and Wellness

To support the health of all OSH patients, staff, and visitors, please refrain from visiting if you are feeling unwell. We encourage all visitors to get an annual flu shot, use OSH hand hygiene stations in the lobbies, and cover coughs and sneezes. If OSH requires visitors to wear a face mask, the hospital will provide them.

Contraband and Prohibited Items

To provide a safe environment for patients, visitors, and staff, certain items are not allowed in the hospital.


Contraband includes, but is not limited to; controlled substances, drug paraphernalia, escape devices, tobacco products, weapons, and all prohibited items listed on the OSH Patient Property/Item Access List. Passing contraband is a Class C Felony, pursuant to ORS 162.135 – 162.1851.

All persons, packages, purses, and vehicles entering OSH property are subject to search. For more information about patient property, contraband, and prohibited items visit www.OSHFriends.com.

Visitor Attire

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 include a dress or a shirt with either skirt, pants or shorts and shoes or sandals. For more information, please visit www.OSHFriends.com.



Oregon State Hospital Visitation Times

Oregon State Hospital Salem Campus Visitation

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Adult Visitation	2-5 p.m.	4-8 p.m.	4-8 p.m.		4-8 p.m.	4-8 p.m.	2-5 p.m..
Child Visitation	9 a.m. - Noon			4-8 p.m.			9 a.m. - Noon

Oregon State Hospital Salem Campus Visitation - Springs program

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Butterfly 1	2-3:30 p.m.	4-6 p.m.	6-8 p.m.		4-6 p.m.	6-8 p.m.	3:30-5 p.m.
Butterfly 1 Child visits	9-10:30 a.m.			4-6 p.m.			10:30 a.m. - Noon
Butterfly 2	3:30-5 p.m.	6-8 p.m.	4-6 p.m.		6-8 p.m.	4-6 p.m.	2-3:30 p.m.
Butterfly 2 Child visits	10:30 a.m. - Noon			6-8 p.m.			9-10:30 a.m.

Oregon State Hospital Junction City Campus Visitation

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Adult Visitation	1-4 p.m.	4:15-5:15 p.m.	4:15-5:15 p.m.		4:15-5:15 p.m.	4:15-5:15 p.m.	9-11 a.m.
Child Visitation	9-11 a.m.			4:15-5:15 p.m.		4-6 p.m.	1-3 p.m.

Find more information about visitation:

Visit the OSH website or point your phone camera at the QR code to the right:

<https://www.oregon.gov/oha/OSH/FRIENDS/Pages/Visiting-Rules-Hours.aspx>



You can get this document in other languages, large print, braille or a format you prefer free of charge. Contact OSH Language Access Services at

OSH.InterpreterServices@odhsoha.oregon.gov or 503-756-7889. We accept all relay calls.