

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 1: Administration

POLICY: 1.009

SUBJECT: Tours at Oregon State Hospital

APPROVED: ROY J. ORR
SUPERINTENDENT



DATE: AUGUST 27, 2009

I. Policy

- A. It is the goal of Oregon State Hospital to provide modern psychiatric treatment in an atmosphere of human dignity and respect for all patients admitted for treatment. Groups with a legitimate interest in the hospital can request a guided tour of non-patient care areas. Tours will be granted to groups with a legitimate interest in the hospital with the permission of the Superintendent. Such groups include NAMI, colleges and universities, mental health professionals, state agency administration, and local law enforcement.
- B. All access to patient care areas at Oregon State Hospital shall be controlled to protect the privacy of patients and to ensure the safety and security of patients, staff, volunteers, and the general public.
- C. All employees, volunteers, contractors, vendors, patients, and visitors are required to wear proper identification while on the grounds of Oregon State Hospital.
- D. All visitors, vendors, volunteers and contractors needing to enter a patient care area of secure perimeter are required to report to the Communications Center on the Salem campus, and to the Reception Desk on the Portland campus to check in and obtain authorization for access to patient care areas, and the secure perimeter.
- E. All visitors, vendors, and contractors must be escorted by an Oregon State Hospital employee at all times while inside the secure perimeter or in a patient care area. The Superintendent, with an approved security plan, may make exceptions to this policy. The security plan must be in writing and reviewed by the Director of Security, who will make a recommendation to the Superintendent. The Superintendent has final authority and approval of the security plan, which must be approved prior to the implementation.

- F. The hospital's tunnels in Salem are to be used only for Oregon State Hospital staff, volunteers, and authorized patients to go between buildings for appointments or to make deliveries. Contractors and vendors are permitted in the tunnels in accordance with the statement of work and the security provision of the contract as directed by the manager of the Physical Plant.
- G. Oregon State Hospital patient care buildings and fenced patient use areas shall be considered high security and therefore restricted access to the general public. These areas are posted as restricted and no-trespass zones. The hospital reserves the right to restrict any building, road or property at any time to protect staff, patients, visitors and the general public.
- H. Groups will be guided at all times and will not be permitted to enter patient care areas or take photos of persons, sally ports, patient care areas, or security-sensitive areas unless approved by the Superintendent.
- I. Security staff and/or an individual from the Physical Plant will accompany groups as needed. Other OSH staff may also accompany the tours.

II. PROCEDURES

- A. Upon arrival at the Oregon State Hospital, all visitors, vendors, volunteers and contractors needing to enter a patient care area or secure perimeter will report to the Communications Center at OSH-Salem or the Reception Desk at OSH-Portland for processing of identification and authorization to enter a patient care area or secure perimeter.
- B. Each program shall establish and maintain an Approved Visitor List, which is made available to the Communications Center at OSH-Salem or the Reception Desk at OSH-Portland staff via the Access database located on the (I:) drive.
- C. Communications Center/Reception Desk staff will present the Communications Center Visitor Check-in Log to the visitor, vendor, or contractor for completion.
- D. The visitor, vendor, or contractor shall complete all areas of the Communications Center Check-in Log, including:
 - 1. Visitor/vendor/contractor name.
 - 2. Patient hospital ID number (if applicable)
 - 3. Treatment unit or building
 - 4. ID badge number

5. Parking permit number
 6. Relationship to the patient or hospital.
 7. Date and time of day
- E. Communications Center/Reception Desk staff will check the Approved Visitor List, Approved Volunteer List or Approved Contractor list to confirm authorization to enter a patient care area. In addition, picture identification will be required for verification purposes.
- F. Once the visitor, vendor, or contractor has checked in, Communications Center/Reception Desk staff will contact staff in the patient care area or the Physical Plant and request staff escort. Staff escort will meet the visitor, vendor, volunteer or contractor at the front door of the building where the visit or work will occur.
- G. If a visitor, vendor, or contractor requests access to multiple locations within a patient care area or the secure perimeter, the Communications Center Check in Log must reflect those areas. A chain of escort must be established and maintained from one patient care area to another, under line-of-sight staff escort at all times.
- H. It is the responsibility of staff in patient care areas to account for any person who is not assigned to work in that area.
- I. Keys may be assigned to telephone or elevator vendors working in unsecured or tunnel areas of the hospital. The Physical Plant Director and the Director of Security will determine keys required to allow access to appropriate work areas.

III. References

Safety Committee Memorandum dated 10/1/90
Superintendent's Council Meeting Minutes, 10/5/90
Operations Protocol – "Safe Driving Instructions for 3 wheeled electric carts, cargo trailers and bicycles"
Attachment A – Operating Instructions and Safety Precautions
Oregon State Hospital Policy 8.007, Employee, Patient, and Visitor Identification
Oregon State Hospital Policy 5.021, Employee, Contractor, and Volunteer
Criminal Offender Information
Oregon State Hospital Policy 8.021, Key Inventory and Control Policy
Oregon State Hospital Policy 8.026, Visitors