

# OREGON STATE HOSPITAL

PORTLAND – SALEM

## POLICIES AND PROCEDURES

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**SECTION 4:** Fiscal

**POLICY:** 4.005

**SUBJECT:** Use of the OSH Visitors Cottage

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**POINT PERSON:** REBECCA CURTIS  
DIRECTOR OF SOCIAL WORK

**APPROVED:** GREGORY P. ROBERTS  
SUPERINTENDENT



**DATE:** JULY 17, 2012

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### I. POLICY

- A. It is the policy of Oregon State Hospital (OSH) to provide a cottage for short-term lodging (three day's use, but exceptions are possible) for family members who are visiting OSH patients. Exceptions must be approved by the Director of Social Work, the Director of Consumer and Family Services, or designee.
- B. Family member(s) who wish to apply for lodging may do so only with prior approval of the Interdisciplinary Treatment Team (IDT) and subsequent to approved reservations. Families are not to visit other non-approved patients, and they must follow the "Guidelines for Family Cottage Use at Oregon State Hospital" which incorporated the following "Conditions for Use of the Cottage," and includes a description of the Cottage. The Social Work Administrative Support staff keeps these guidelines updated.

### II. PROCEDURES

- A. To discuss use of the Cottage and possible dates/times of arrival and departure, families shall contact the patient's social worker.
- B. The social worker shall then review the appropriateness of the visit with the IDT, and ensure necessary security checks/approvals have been done.
- C. The social worker shall then confirm the availability of the Cottage with the Social Work Department Support staff.
- D. When dates/times of arrival and departure are agreed upon, the social worker shall notify the family and the IDT.

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- E. The Social Work Support staff shall then send a confirming memorandum to Communications Center, Operations Manager, Housekeeping, and the initiating social worker giving the dates/times of arrival and departure.
- F. Upon arrival, the family shall go to the Communications Center to check in and be given Cottage keys, any instructions, and a copy of the "Guidelines for Family Cottage Use at Oregon State Hospital." After signing the necessary papers, Communications Center staff shall send the signed Guidelines to the Social Work Department Support staff.
- G. If a family notifies the hospital of their arrival after normal working hours, the program director shall be notified.
  - 1. The program director shall attempt to contact the social worker, or someone from the Social Work Department.
  - 2. The program director shall then contact the Communications Center to:
    - a. Ensure the visitors are on the Approved Visitors List, and
    - b. If the visitors are approved, they shall ensure necessary paperwork is available.
- H. Conditions for use of the Cottage:
  - 1. The maximum stay is three nights. Arrival and departure times are to be scheduled in advance.
  - 2. No alcohol or illegal drugs are allowed either in the Cottage, or on the hospital grounds. Smoking is not allowed on the OSH campus, including inside the Cottage. Medical marijuana is not allowed on hospital grounds, including the Cottages.
  - 3. Children accompanying their parents shall be under the direct supervision of their parents at all times.
  - 4. To protect contents and possessions:
    - a. Individual sleeping rooms shall be locked when occupants are away.
    - b. The outer doors of the Cottage shall be locked when the Cottage is not occupied.
  - 5. The Cottage shall be left as clean on departure as it was on arrival.

6. A fee of \$1.00 per day shall be collected. Families who wish to make further compensation may:
  - a. Be allowed to pay up to \$20 per day on a voluntary basis (since it is determined that the cost of cleaning and laundry services is approximately that amount);
  - b. Make a donation to the Benevolent Fund which is used for individual patient needs not otherwise fundable, or the Family Travel Fund, which is used to assist with travel costs for families not otherwise fundable. Information regarding these accounts is available at the OSH Business Office; and
  - c. Purchase items, as approved by the Operations Manager, which would add to the Cottage furnishings or facilities
- I. In unusual situations, the following may occur:
  1. Patients may visit the cottage to be with their family members, including their own children, but only when:
    - a. There are no other children visiting/staying in the cottage, and
    - b. The Interdisciplinary Treatment Team (IDT) gives written approval based on Risk Review privileges.
  2. Patients may stay overnight with their families at the Cottage, but only when:
    - a. The total Cottage has been reserved for only that particular patient and their visiting family, and
    - b. The IDT gives approval, and
    - c. There is a physician's order in the patient chart.
- J. The family shall check out of the Cottage at the agreed-upon time by making the payment for Cottage use, and returning the keys to the Communications Center.

### **III. ATTACHMENTS**

Attachment A

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**IV. REFERENCES**

OAR125-075-000 through OAR 125-075-0015  
OAR 125-060-0000 through OAR 125-060-0005

Replaces OSH Policy and Procedure 4.005, *Use of the OSH Visitor's Cottage*, dated 2/24/2009.

OREGON STATE HOSPITAL  
**GUIDELINES FOR  
FAMILY COTTAGE USE**



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Oregon State Hospital has a cottage on the hospital campus that is available for family members who wish to visit their family member at the hospital and/or meet with the Treatment Team. Its purpose is to facilitate family visitation, enrich the lives of OSH patients/residents, and assist the Inter-Disciplinary Team (IDT) in meeting the patient/resident's treatment goals.

I. **Conditions for Using This Cottage**

1. The maximum stay is three nights. Arrival and departure times are to be scheduled in advance and adhered to, allowing housekeeping time to prepare for the next scheduled guest(s).
2. Daily check-in time is 2:00 PM. Guests must check-in at the Communication Center, where they are issued keys and to sign for the room. Check-out time is 1:00 PM daily. Guests who remain in the assigned room after the 1:00 PM check-out time may be asked to pay for an additional night. The Housekeeping schedule for cleaning rooms is from 1:00 PM to 2:00 PM daily.
3. No alcohol or illegal drugs are allowed either in the cottage, or on the hospital grounds. Smoking is not allowed inside the Cottage or on OSH grounds.
4. Children accompanying their parents are to be under the direct supervision of their parents at all times.
5. To protect contents and possessions:
  - a. Individual sleeping rooms should be locked when occupants are away.
  - b. The outer doors of the cottage are to be locked when the cottage is not occupied.
6. Each guest is asked to clean up after themselves, leaving the house in the condition they found it in.

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7. All food items placed in the refrigerator must be clearly marked with the room number and date it was placed in the refrigerator. Housekeeping will dispose of all food items after the room has been vacated and the guest has checked out.
8. The fee is \$1 per day; guests may make a donation of up to \$20/day.
9. No pets are to be left unattended on the OSH campus or in a car on the OSH campus; and are not allowed in the cottage at any time.
10. Families are not to visit other non-approved patients.
11. To arrange use of the Cottage and possible dates/times of arrival and departure, families must contact the patient's social worker. Arrangements for use of the cottage are the responsibility of the patients' social worker, Director of Social Work, or Director of Consumer and Family Services only.
12. Patients may visit with their families in the Cottage only by written approval from the patient/resident's Interdisciplinary Treatment Team and physician's order.
13. Clean bed linens and towels are provided. Guests are asked to make-up their own bed, removing the bed linens prior to departure, placing them in the hamper provided in each room.
14. Housekeeping staff will clean the rooms, sanitize the mattress, and complete a "Condition Report" of each room after guests have checked-out. The "Condition Report" files will be maintained in the Housekeeping Office. Documentation of abuse, property damage or rule infractions will be kept on file.
15. The penalty for not following the Cottage guidelines and/or abuse of the building and its contents may result in the loss of visitation privileges to the Cottage.

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II. **Accommodations**

At present, furnishings are simple and plain. The kitchen has basic items, e.g., stove, refrigerator, coffee maker, mixer, some pots and pans, and table service. There is a telephone (503-947-1068) which is for local use. Also, there is an iron and ironing board and a television. Guests are issued a key for the house front door and one for their own bedroom. All beds are twin beds with linen and blankets provided. There are also towels in the bathrooms.

III. **Process**

1. Families should contact the patient's social worker to discuss scheduling the Cottage, i.e., number of visitors, whether children or an OSH patient will be at the hospital, and dates/times of arrival and departure.
2. No patient/resident may be allowed to visit their family at the Cottage unless:
  - a. The Interdisciplinary Treatment Team (IDT) has scheduled the patient's/resident's visit to the Cottage with the Social Work Department Secretary;
  - b. There is written approval by the IDT;
  - c. There is a physician's order.
3. Guests will check-out at the Communication Center, at or before the set check-out time by making payment for cottage use and returning the keys.

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By signing below, I signify that I have read and understand the attached Guidelines for use of the Oregon State Hospital Guest Cottage, #R17 for the express purpose of patient visitation.

I understand that any failure to follow the rules and guidelines may result in the loss of Guest Cottage privileges.

I will not hold Oregon State Hospital responsible for the loss or damage of my personal property during my stay in the OSH Guest Cottage.

Guest  
Signature \_\_\_\_\_ Date \_\_\_\_\_  
(Responsible Party)

Assigned Cottage Room(s) # \_\_\_\_\_

Communication Center Staff initials \_\_\_\_\_