

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 7: Patient Rights

POLICY: 7.007

SUBJECT: Visitation of Patients by Pastoral Visitors/
Volunteers

POINT

PERSON: ROY TRIBE

APPROVED: GREG ROBERTS
SUPERINTENDENT

DATE: OCTOBER 28, 2011

I. POLICY

All pastoral visitors/volunteers must register with Pastoral Services, be oriented by a staff chaplain, and receive authorization prior to visiting.

II. DEFINITIONS

- A. "Religious Volunteer" shall be any member of the community who is recognized by an appropriate religious authority and who has been accepted, oriented, trained, and approved by the Spiritual Care Department and Volunteer Services at Oregon State Hospital (OSH) for the purpose of providing goods, services, or other volunteer activity in a religion related area. The Religious Volunteer may visit any patient of the same religious persuasion without being on the patient's approved visitor list and may visit more than one patient at a time. Pastoral Services provides management and supervision of Religious Volunteers.
- B. "Religious Visitor" is a visiting clergy or other authorized representatives of their respective faiths who have been requested to visit specific individual patients.
- C. "Spiritual Care Department" means the Oregon State Hospital Spiritual Care Department.
- D. "Patient" means any person who is presently receiving treatment, or has ever received treatment at Oregon State Hospital (Salem or Portland), and for whom a medical record has been generated.

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III. PROCEDURES

- A. The pastoral visitor/volunteer must register with the Spiritual Care Department, identify the patient to be visited, be oriented by a staff chaplain, and receive authorization prior to visiting. A visitation application must be completed by the pastoral visitor/volunteer and approved by Forensic Psychiatric Services (FPS), as needed. If frequent visits are anticipated, the Communications Center shall issue a photo identification tag to be worn by the visitor/volunteer. Pastoral visitors/volunteers to patients must be authorized by the legal guardian(s) for patients under 18 years of age. The Oregon State Hospital (OSH) Security Director may decline authorization to a pastoral visitor/volunteer based on criminal offender information which shall be reviewed annually.
- B. The Communications Center shall contact the Superintendent, on-duty physician, or the program director to authorize an emergency first visit by a pastoral visitor who has not registered with the Spiritual Care Department and has not been authorized by the program to visit and who is responding to a request for a visit from the patient, close relatives, or OSH staff. However, prior to revisiting, the pastoral visitor must register with the Spiritual Care Department and gain authorization from the patient's program. The pastoral visitor shall provide a religious affiliation identification (e.g., identification card, letter, document).
- C. The pastoral visitor/volunteer must follow the visiting procedures of the patient's program and is encouraged to visit during regular visiting hours. A visit may occur at other times as outlined in OAR 309-106-010 provided the pastoral visitor/volunteer coordinates with the unit staff at least one-half hour prior to the visit. The advance coordination allows the staff to recommend postponement or rescheduling of the visit for various reasons such as the patient's illness, inappropriate behavior, disinterest, or when the proposed visit conflicts with such things as scheduled treatment activities/groups, dental and clinical appointments, or meal times. It is the Spiritual Care Department's policy to cooperate with the unit staff's recommendations. The unit staff may decline the visit as provided in OAR 309-106-010.
- D. Spiritual Care regularly provides a list of authorized pastoral visitors/volunteers to the Communications Center so that its staff shall clear visits by authorized visitors/volunteers. Other than a one-time emergency visit, the Communications Center shall not clear unauthorized pastoral visitors/volunteers to visit, but shall refer them to the Spiritual Care Department for registration.

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- E. Consultation with the Spiritual Care Department is necessary for all spirituality groups; authorization by Spiritual Care is required for spirituality groups led by pastoral visitors/volunteers. It is the Spiritual Care Department's policy to approve spirituality groups with the consultation of the program director and treatment team.
- F. With the approval of the patient and with advance coordination, the pastoral visitor/volunteer may be present at the patient treatment team meeting. The goal is treatment of the patient, communication and understanding between the staff and the pastoral visitor/volunteer.
- G. General visitation within OSH for the purpose of seeking converts, evangelization, distribution of literature, providing spiritual counseling, or other spiritual activities is expressly prohibited unless previously authorized in writing by the Spiritual Care Department.
- H. When a pastoral visitor/volunteer is approached by a patient for whom the visitor is not authorized to visit, the visitor/volunteer is to refer the patient to the Spiritual Care Department. Spiritual Care shall interview the patient to hear their request, discuss their spirituality and faith background, and offer to locate a pastoral visitor/volunteer from the same spirituality orientation and faith background or from a faith group of the patient's choice, including the above-mentioned pastoral visitor/ volunteer who was approached and made this referral. If the patient chooses the above-mentioned pastoral visitor/volunteer, and if the pastoral visitor/volunteer is shall to engage in a pastoral relationship with that patient, then Spiritual Care shall register its authorization for visits. A visitation application must be completed by the visitor/volunteer and approved by the program director, as needed.
- I. If reasonable cause is determined by the staff that pastoral visits are clinically contraindicated, such pastoral visits may require staff intervention and shall be reviewed by the staff and treatment team with the consultation of the Spiritual Care Department. If intervention in a pastoral visit is indicated, it shall be done by the nurse or the duty staff member in charge and may mean consultation and/or temporary cessation of the pastoral visit. Spiritual Care is to be contacted regarding such action and shall follow-up with the pastoral visitor and staff to achieve a solution. Any intervention in a pastoral visit should be noted in the patient's chart and reasons addressed (see OAR 309-106-015).
- J. A copy of the Mental Health and Developmental Disability Services Division (MHDDSD) Administrative Rules OAR 309-106-000 through 309-106-020, Patient and Resident Rights, Visitation of Patients and Residents

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in State Institutions, is available for reading at the Spiritual Care Department.

IV. REFERENCES

ORS 526.385

MHDDSD Administrative Rules OAR 309-106-000 through 309-106-020

FPS Policy & Procedure 3.018, Pastoral Services

FPS Policy & Procedure 4.003, Visitors Entering the Secure Perimeter and Use of the Visitor Center

FPS Policy & Procedure 4.002, Visitors and Volunteers Entering the Secure Perimeter

Replaces OSH Policy and Procedure 7.007, *Visitation of Patients by Pastoral Visitors/Volunteers*, dated 6/14/2005.