

OREGON STATE HOSPITAL

PORTLAND – SALEM

POLICIES AND PROCEDURES

SECTION 8: Safety, Security, Emergency Management

POLICY: 8.026

SUBJECT: Visitors

POINT PERSON: HEIDI SCOTT
HARBORS PROGRAM DIRECTOR

APPROVED: GREGORY P. ROBERTS
SUPERINTENDENT

 **DATE:** OCTOBER 30, 2012

I. POLICY

Oregon State Hospital (OSH) supports patients' access to and contact with family members and the community. It is recognized that there is therapeutic value for patients to maintain contact with family and community members. It is also recognized that visits must be assured to occur safely.

II. DEFINITIONS

- A. "Attorneys" means any lawyer actively licensed by the Oregon State Bar.
- B. "Basic Visiting" – means the opportunity for a patient and visitor to see and talk with each other in an informal setting on a scheduled basis for a reasonable period of time with limited physical contact (i.e., brief embrace and kiss upon meeting and leaving, handholding, and holding of children).
- C. "Clergy" (or Religious Volunteer) means 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 OSH. 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. See OSH Policy 7.007, "Visitation of Patients by Pastoral Visitors/Volunteers."
- D. "Minor" means any person less than 18 years of age.
- E. "Staff" means employees, contractor and their employees, and volunteers.

- F. "Visitor" means any person approved to visit a patient of OSH for social or therapeutic reasons.
- G. Other definitions are referred to in referenced policies and Oregon Administrative Rules.

III. PROCEDURES

A. Visitation Hours

- 1. All visitors shall visit during regular visiting hours. Visiting hours are published in the visitor guidelines and posted throughout campus.
- 2. Visitors are encouraged to place a courtesy call to the unit to schedule the visit. In the Harbors program, visitors must call the units to schedule visits.
- 3. Regular visiting hours shall be established by each hospital program. Visitors who would like to visit outside of regular visiting hours shall submit a written request to the Program Director and Director of Security, or contact the Director of Consumer and Family Services. Every effort shall be made to accommodate such requests. Requests outside of regular visiting hours may be denied for medical, safety, or security reasons. The reason for denial shall be communicated to the visitor and patient in writing or by phone. Unit staff shall inform patient of denial.
- 4. Attorneys and clergy are not restricted to established visiting hours. Attorneys and clergy are encouraged to schedule visits with the Interdisciplinary Treatment Team (IDT) prior to their arrival. Further procedures for clergy are found in OSH Policy and Procedure 7.007.

B. Visitation Locations

- 1. Visiting shall occur in designated hospital areas depending upon which program the patient is in.
 - a. Harbors Program - Patients requiring non-contact visits shall visit in an area designated for this purpose. Contact visits for this program shall occur in a designated area in the Harbors Dining Room.
 - b. Trails Program - Patients in the Trails Program shall have visits in the Kirkbride Café.

- c. Leaf 2 (civil commit) - Visits shall take place in common areas on the living unit. Visiting is not allowed in patient bedrooms. Only factory-sealed food and drink as described in Visiting Guidelines may be brought in by families and eaten in common areas on the unit. (If families choose to purchase food from the Kirkbride Café, then visits must take place during scheduled Trails visiting hours in Kirkbride Café.)
 - d. Bridges Program - Patients in the Bridges Program residing in the Cottages shall visit in a designated area in the Cottage. Patients in the Bridges Program who do not reside in the Cottages shall have visits at the Kirkbride Café.
 - e. Springs Program and OSH-Portland – Patients and families shall visit on designated units. (If the treatment team has reason to believe direct staff observation is needed, supervision shall be provided.)
 - f. All visits shall be held in designated visiting areas. Any exceptions must be approved by the Program Director.
- C. Visitation Guidelines (see further explanations in the Visitor Hours and Regulations)
- 1. Smoking or any tobacco product is not permitted on OSH grounds per State moratorium.
 - 2. Disruptive behaviors are not permitted and include appearing inebriated or being inebriated; cursing or yelling at staff, patients, or other visitors; passing contraband; fondling and sexual contact; dressing provocatively. Engaging in the above behaviors may result in visits being denied, restricted, terminated, or may result in the loss of visiting privileges.
 - 3. Attire must be discreet and appropriate for the hospital setting and respectful of patients and other visitors. Clothing shall not be provocative. Swimsuits, bare midriffs, bare or exposed chests, and clothing that exposes buttocks and upper thighs at any time (including sitting and bending over) are prohibited. Refusing to comply with the above guidelines may result in visits being denied, restricted, terminated, or may result in the loss of visiting privileges.
 - 4. Shoes shall be worn at all times.

D. Visitation Restrictions

1. Visiting may be supervised or limited to a specific location.
2. Visiting shall be restricted or prohibited if:
 - a. The patient does not wish to see the visitor.
 - b. There is reason to believe that the visit would be harmful to the patient's physical or mental health.
 - c. The visitor's behavior is disruptive to the hospital and patients.
 - d. There is reason to believe that the visitor would introduce contraband.
 - e. There is reason to believe the visitor would assist in a patient leaving the hospital without permission.
 - f. The visit would result in an unreasonable intrusion into the privacy of one or more patients.
 - g. The legal guardian of the patient has requested a restriction on visitors and shown good cause for such restrictions and the treating physician has ordered the restriction(s).
 - h. The unit is under current quarantine because of communicable disease.
3. Visitation by victims, alleged victims or co-defendants: The psychiatrist/PMHNP and Program Director shall review and approve, deny, or restrict visits between victims or alleged victims, or co-defendants of the patient. This shall be documented in writing. For patients who meet with their alleged victim while charges are pending, the prosecuting District Attorney (DA) must be consulted.
4. Visitation by former staff: The Superintendent shall review and approve, deny, or restrict visits between patients and former Oregon State Hospital staff. Current staff shall not be approved to visit patients except in rare circumstances that are approved by the Program Director in conjunction with the IDT, The Director of Security, and the Superintendent or designee.
5. Both visitors and patients shall be notified in writing or by phone (if preferred by the visitor in question) of the restriction to visitation.

All visitors may reapply no sooner than every 30 days from the date of the most recent restriction.

6. Infection Control Employee Health (ICEH) may recommend/require other options for visitation while the hospital is in a communicable disease situation.

Visitation under quarantine conditions may necessitate exclusion of children less than 12 years of age. In addition, visitors and patients may be required to wear personal protective equipment, including masks, as recommended by Infection Control Employee Health (ICEH) while quarantine is in effect.

7. Visitors whose purpose is to solicit the patient to purchase an item they are selling shall not be permitted.

E. Visitation Application

1. The following are criteria for automatic denial of an Oregon State Hospital Visitor Application: open felony warrant; restraining order (unmodified) against any patient; protective order against patient; aiding in escape; conviction of supplying contraband to an inmate or anyone housed in a correctional facility within the last five years; possession, control, and/or delivery of an explosive device.
2. Requests from former patients to visit current patients of the hospital shall follow the established application and approval process.
3. Patient-to-Patient Visits: An application is required. When two (2) patients living on two (2) separate units request to visit with each other, they must first have the approval of both IDTs. Three-way visits (i.e., visitor and two (2) patients from different areas) are not encouraged, and must be approved by the IDTs and the Program Director.
4. Visitation by minors
 - a. Harbors, Trails, and Bridges Programs require Oregon State Hospital Visitor Application for a Minor.
 - b. Leaf 2 as well as the Springs and OSH-Portland Programs do not require applications for minors to visit.
 - c. Visitation guidelines shall include specific instruction regarding visitation by minors. Visits by minors on the living units may occur in the Cottages, Springs, and Portland where

visitors may visit in the common areas (living room, dining room, kitchen, porches). All other minors (including Leaf 2) must visit during regular scheduled children visiting hours and locations specified.

- d. Minors visiting patients must be accompanied by an adult who is approved to visit the same patient or by an official visitor such as a CAP caseworker. In addition, in the Harbors units, minors are only allowed to visit during contact visits. These must be pre-approved by the patient's IDT, and determined to be therapeutic and safe for all involved.

5. Springs and OSH-Portland Programs

Visitors are not required to complete the application process, with the exception of forensic patients in Springs. For forensic patients in Springs, visitors must follow the established application and approval process.

6. Leaf 2 Program

Visitors are not required to complete the application process.

7. Harbors, Trails, and Bridges Programs

- a. Visitors shall apply for visitation using an Oregon State Hospital Visitor Application form. A criminal records check shall be completed for each prospective visitor over the age of 17 with the exception of civil commit patients on Trails LF2.
- b. Current, approved visitors shall have an annual review of criminal records check. Any visitor with new criminal history shall have the new information processed according to the standard process listed in this policy.

8. Visitors who must complete an Oregon State Hospital Visitor Application:

The Communication Center shall complete the criminal records check and, based on the information received, proceed as follows:

- a. If the visitor has no criminal history then the Communication Center shall make a recommendation to the patient's Interdisciplinary Treatment Team (IDT) for review of the visitor application.

- b. If the visitor has a criminal history, then the Communication Center shall send data to the OSH Director of Security or designee, who shall evaluate the data and make a recommendation to the patient's IDT to approve, deny, or restrict the visitor.
- c. The patient's IDT shall review data received from the Communication Center and proceed as follows:
 - i. The patient's IDT shall review the information and approve, deny, or restrict visiting.
 - ii. Oregon State Hospital Visitor Application and IDT's recommendation shall be forwarded to the Program Director's Office.
- d. The Program Director's Office receives the Oregon State Hospital Visitor Application and recommendation from the IDT, and proceeds as follows:
 - i. If a visitor has ever been arrested for a sex offense, or if the IDT recommends a visitor and security has recommended denial of the same visitor, the Program Director shall review the application.

The Program Director shall consider the Security and IDT recommendations, and shall approve, restrict, or deny the request.
 - ii. The Oregon State Hospital Visitor Application shall be logged into the electronic visitor database.
 - iii. When an Oregon State Hospital Visitor Application has been completely processed, the Program Director's Office shall advise the visitor and patient in writing whether their application was approved, restricted, or denied. An appeal on a denial may be submitted for review 30 days after the request to visit.
- e. Once approved, circumstances may dictate a revocation or suspension of visiting privileges. The Program Director or designee shall inform the visitor of the status, and the information shall be annotated in the electronic visitor database.

F. Appeal Process

All visitors may appeal a decision regarding visitation restrictions or denial by the following:

1. Contact the IDT, the Program Director, or Director of Consumer and Family Services to discuss the decision.
2. If the application continues to be denied or restricted, the visitor may re-apply no sooner than 30 days from the date of the most recent decision.
3. If the application continues to be denied after 60 days from the original denial, the applicant may also request a review by an Appeal Panel which shall consist of the Superintendent or designee, the Director of Consumer and Family Services, the Program Director, and a Peer Support Specialist. The request may be submitted in writing to the Director of Consumer and Family Services, and shall include reasons for the appeal. The application shall be reviewed within 2 weeks of the request, and a written answer shall be given to the applicant within 24 hours of the review.

G. Visitation Process

1. All visitors shall sign in at the Communication Center in Salem or the Reception Desk in Portland to obtain a visitor pass.
2. Visitors shall secure their personal property in the lockers provided for visitors. All individuals and property entering the visitor's area shall be inspected for contraband in Salem and Portland. Visitors in Salem shall either be checked with a handheld wand, or shall pass through a stationary metal detector (except at the Cottages where this is not required).
3. All items (including cash) shall be dropped off for the patient at the Communication Center in Salem, and at the Reception Desk in Portland. Some items are permitted in the visiting areas, and shall be cleared by Security. A reasonable amount of cash may be taken into the secure perimeter by visitors to make food purchases at the Kirkbride Café. Visitors shall not give any money directly to patients.
4. In Springs, LF2, and Portland, a nurse manager or unit Registered Nurse may approve property to be brought onto the unit by visitors. Communication Center Staff shall call the unit to obtain approval.

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H. Visitation Staffing - Salem Campus

1. Harbors visits require one (1) unit staff and one (2) security staff in the visiting room.
2. Trails visits and civil commit Trails LF2 patients who visit in the Kirkbride Café require two (2) security staff and one (1) unit staff.
3. Bridges visits require two (2) security staff and one (1) unit staff. In the Cottages, one (1) staff is required.
4. Trails LF2 patient visits on the unit require no specified staffing numbers.

V. REFERENCES

OAR 309-106-0000 through 309-106-0020: Visitation of Patients and Residents in State Institutions
Oregon State Hospital Harbors, Trails, Leaf 2, Bridges Visiting Hours and Regulations
Oregon State Hospital Civil Commit Patients on Trails LF2 Visiting Hours and Regulation
Oregon State Hospital Visitor's Application
Mental Health Division Management Directive 3.032
OAR 257-010-0010 – 257-010-0060, Department of Oregon State Police, Oregon Criminal Offender Information System
OAR 257-015-0000 – 257-015-0100, Department of Oregon State Police, Law Enforcement Data System [LEDS]
OSH Policy and Procedure 7.007 "Visitation of Patients by Pastoral Visitors/Volunteers"

Replaces Oregon State Hospital Policy and Procedure 8.026, *Visitors*, dated 09/07/2012.