Patient Handbook

Trails Program

We are a psychiatric hospital that inspires hope, promotes safety and supports recovery for all. Our mission is to provide therapeutic, evidence-based, and patient-centered treatment, focusing on recovery and community reintegration, all in a safe environment.
Welcome to Trails at Oregon State Hospital.

We are proud to serve you.

We are committed to your mental health and wellness, and we want your stay to be as safe, helpful and comfortable as possible.

Patients in the Trails program are here for one of three reasons. Some guidelines and rules are different for each group. Ask a staff member if you have any questions about this.

- Patients who are here under “Fitness to Proceed” usually are here for a shorter stay. They focus on treatment and legal skills that prepare them to return to court and work with their attorneys. If you are in this group, your team will help you to understand your rights and responsibilities.

- Patients who are under the Psychiatric Security Review Board or the State Hospital Review Panel focus on daily treatment goals and attending the treatment mall. This prepares them to move on to the next level of care.

- Patients who are here under civil commitment are those with psychiatric and medical conditions that require care not available in community settings. Patients served by Leaf 2 require physically secure, 24-hour psychiatric care due to the nature and severity of their mental condition.

The hospital’s goals are the same for patients in all groups: to inspire hope, promote safety and support your recovery.

We understand you may be in crisis, and it is our job to help you recover.

While each person comes to the hospital with unique problems and circumstances, our goal is always the same — to help you achieve your highest level of health, safety, and independence. You will work with a team of health care professionals to create a plan to meet this goal. The staff in your treatment team have experience and training to help you carry out a treatment plan. You are the most important member of the team. We encourage you to play an active role and attend your treatment plan meetings. The more involved you are in your own care, the better it will be.
We encourage families to be involved in your treatment, but you get to decide if you want your family to take part in your treatment or not. If you want your family involved, please choose a family member for your treatment team to work with. This person can share information with your other family members, cutting down on confusion.

Please be honest and open with staff. We base our treatment on what we learn about you — your challenges as well as your strengths. We can help you best if we have all of the information.

Please be patient with yourself and others. Remember that everyone is different and behaves in different ways to cope with stress. At times you may see other people who are upset. Remember that everyone is doing the best they can, and try not to take things personally. If someone is troubling you, just ask staff for help.

This handbook will help you learn more about the Trails program and answer some commonly asked questions. If you still have questions after reading this handbook, feel free to ask any of your treatment team members for assistance.

Sincerely,

Trails Program Staff
Oregon State Hospital
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OREGON STATE HOSPITAL TRAILS PROGRAMS

People who come to Oregon State Hospital under a forensic commitment are individuals who have been charged with or convicted of criminal behavior related to their mental illness. Some are referred by the courts under Oregon Law — Fitness to Proceed — for treatment that will help them to understand the criminal charges against them and to assist in their own defense. Others are admitted after they have been found guilty of a crime except for insanity. Depending on the nature of their crime, these patients are under the jurisdiction of either the Psychiatric Security Review Board or the Oregon State Hospital Review Panel.

People who are on Leaf 2 are here under civil commitment as ordered by a judge or as voluntary by guardian. For those who are voluntary by guardian, a judge has ordered a specific individual to be your guardian and given them the authority which allowed them to admit you to Oregon State Hospital.

All patients, except those on Leaf 2, are assessed and stabilized in Harbors and then continue in their recovery by transferring to Trails, the hospital’s psychosocial rehabilitation program for patients. Trails offers many more choices for patients, including more options for treatment and free time. These additional choices help you build on your strengths and manage your illness while in the hospital and after discharge. How long you stay in Trails depends on the stage of recovery, patient and community safety, your legal status and other factors. No matter which group you are in, the hospital’s goals for you are the same: to inspire hope, promote safety and support your recovery.

During the first few days of your stay, staff will meet with you, ask many questions to get to know you, and help you make a plan to get better. Your health and safety are our main concern. We are here to help you learn how to control the symptoms of your illness as you recover.

You will be assigned a treatment team who will work with you to create a treatment plan to meet your needs. Your first treatment team meeting will occur within three days of your admission to Trails and on a regular basis after that. Staff will tell you the dates and times of your treatment team meetings. You can request special meetings. Your guardian or family member can request special meetings as well and can attend your treatment team meetings.
TREATMENT MALL

The treatment mall is where you go to classes and participate in activities that will help build your strengths and manage your illness while you are in the hospital and after you leave the hospital. Your treatment team will work with you to choose classes that best meet your treatment needs. You will go to the treatment mall on weekdays from 9 to 11 a.m. and from 1 to 3 p.m.

You are required to attend treatment mall. It is an important part of your treatment, and helps you make progress toward discharge. Your room may be closed during treatment mall hours.

DISCHARGE PLANNING AND COMMUNITY TRANSITION

Your treatment team will begin planning your discharge from the first day you are at the hospital. How long you stay at the hospital depends on a number of things, such as where you are in your recovery, your safety and your legal status. Your team will work closely with you to create your discharge plan.

TREATMENT TEAM

**Psychiatrist:** the person who is responsible for your total care. He or she provides psychiatric evaluation, diagnosis, therapy, medical care and referrals to specialists.

**Primary registered nurse:** the person who is responsible for teaching you and your family about your health needs and monitoring your medical treatment. He or she will help you adapt to your mental and/or physical illness and adjust to everyday living in the hospital.

**Treatment care plan specialist:** the person who is responsible for keeping track of your treatment care plan. After all members of the treatment team (including you) sign the treatment care plan, it becomes part of your medical record.

**Primary case monitor:** the person who is responsible for keeping track of your daily needs and helping you with them, spending quality time with you, and helping you feel safe.

**Psychologist:** the person who is responsible for figuring out what kind of help you need and setting up individual or group therapy to provide that help; taking action when your behavior is causing problems; planning; and educating staff and patients.

**Social worker:** the person who is responsible for helping you plan and prepare for a successful discharge and transition back to life in the community. He or she is the primary contact between your treatment team and your family.
Rehabilitation/occupational specialist: the person who is responsible for activities that help you learn skills you need to live outside the hospital. These can include building relationships, relaxing, doing things you enjoy, exercising, learning new skills, solving problems, and keeping a job. The specialist may use recreational activities, exercise, music and art, or skills you would use on a job.

Nurse manager: the person who supervises all nursing staff and makes sure patients’ needs are met.

WHAT ARE MY RESPONSIBILITIES WHILE I AM HERE?

• **Be safe.** Many of the rules we have are to keep everyone safe. If you do not feel safe, please let staff know. They can help. Follow staff directions quickly during an emergency, such as a fire drill or when someone is hurt.

• **Take part in your treatment.** Our goal is to help you to recover and return to the community. Your task is to work with your treatment team and attend and participate in the treatment mall each day.

• **Come out of your room when it is time for meals, medication and the treatment mall.** Take responsibility to do this without being asked. Your room and living unit will be closed during treatment mall hours and meal times, so plan to attend daily.

• **Keep yourself and your room clean.** Shower regularly and wash and repair your clothes. Shirts with sleeves, pants, underwear and footwear are required at all times. Shorts are allowed if they are knee length or longer. Ask staff if you need help measuring.

• **Be considerate when expressing your feelings and thoughts.** Ask staff to help you learn how to solve problems. Yelling, cursing, baiting, bullying or heckling is not allowed at any time.

• **Keep noise down.** Use a considerate tone of voice and keep the television and music volume low so it does not bother others. Radios are allowed in your room and some activity rooms but only with headphones. Running and horseplay are not permitted on the living unit or the treatment mall.

• **Respect others, including their personal space.** Respect others’ privacy; do not enter
other persons’ rooms or intrude on their personal space. Politely tell others if they have a phone call.

- **Respect personal property.** Before you borrow, buy or sell anything with peers, get permission from your case monitor and everyone involved. Any items found in your possession that are not on your property list will be placed in storage and returned to their original owner.

- **Respect hospital property.** Be careful not to damage hospital property and do not stockpile supplies. You may have to pay if you damage anything that belongs to the hospital or to other persons. Vandalism, property damage, theft and other illegal acts will be investigated and could lead to legal action against you.

**MEDICAL CARE**

Your physical health is just as important as your mental health. Your unit has a medical doctor who is trained in primary care, a licensed practical nurse and several registered nurses to meet your medical care needs. The hospital provides other medical services on campus, including dental and x-ray services, a foot doctor, an eye doctor, a dietician, a laboratory, a pharmacy, an infection control department and more. If the hospital does not offer the medical treatment you need, staff will make arrangements to take you to a medical care provider off campus.

**MEDICATION**

You cannot be forced to take drugs or other medical treatment, except:

1. In an emergency;
2. When a judge has decided that you are not able to give your consent;
3. If you have a guardian who decides that you need treatment; or
4. If a court orders it (which is rare).

Your recovery is more likely if you work closely with your doctor to make decisions about your medical treatment and work together toward a common goal.
EMERGENCY TREATMENT

If you or others are at immediate risk of injury because of your illness, and if there is not time to get your permission, the hospital may treat you right away without your permission. Staff will do their best to make sure that your treatment is safe. Written records will be kept of the incident and your treatment. When the emergency is over, the emergency treatment will stop. The rules under which this can be done are in Oregon Administrative Rules (OAR) 309-114-0015. You can ask to see these rules and have them explained to you.

IF YOU CANNOT GIVE CONSENT

If a judge decides that because of an illness you are unable to make decisions about medication, the hospital can make decisions for you. There is a process for this situation that includes having Disability Rights Oregon represent you at a hearing in front of an administrative law judge. If this happens to you, the hospital will provide you and your representative with detailed information about why you need the treatment (your diagnosis), what the treatment is, other treatments that could be tried, and your treatment’s possible benefits, risks and side effects. The rules about treatment are in OAR 309-114-0010(2)(a). You can ask to see these rules and have them explained to you.

ROOMS

Most often, you will live in a double room with a roommate. Any time you move to somewhere new, especially somewhere like a hospital, it puts stress on your mind, your emotions and your body. It may help you to have pictures of familiar people and things in your room. Your room is your own personal space, but there are some rules about what you can do there, to keep you and others safe and to help you get better. The fire code says you can hang pictures and other things only on your room’s bulletin board. You may not have any items related to sex, drugs, alcohol, violence or crime. Your room will be cleaned when you are at the treatment mall, so please pick things up off the floor. Also, in the interest of safety, do not stack things in your room. Items that do not safely fit in your room will be put in the property room or in long-term storage. You may be requested to send extra property to your family to keep until your return.

ROUNDS

Staff members check to make sure everyone in the unit is safe several times each day and night. This is called “rounds.” Sometimes staff will check on someone more often as part of that person’s treatment. It is important that staff be able to see you on rounds, so you may be asked to uncover your head. Please remember to respect staff as they do their job to keep you safe.
MEALS
All meals are served in the dining hall on the treatment mall. Each unit has assigned times for meals. Food Services plans meals that are healthy and nutritious. You have several choices at each meal, including the daily menu option, a vegetarian option, soup or a sandwich.

FOOD DURING VISITS
Visitors may wish to enjoy a meal with their friend or family member at the café in the Kirkbride Plaza. All food purchased from the café must be eaten in the café area. The café only accepts cash. Visitors may also bring nonperishable factory-sealed food and non-alcoholic drinks to consume in the café during their visit. Food and drinks must be in their original sealed packaging. No homemade or restaurant-purchased food is allowed. Visitors are expected to take any leftover food with them. You may not take food back to your unit. A family dining room is also available in the plaza and may be reserved for special occasions. Additional food and drink option in the plaza include vending machines, a convenience store and a coffee shop.

Patients and visitors may not order food for delivery to the hospital. Each unit has a kitchenette in which some nonperishable factory-sealed food can be stored in individual containers. Each kitchenette is stocked with food containers, and all stored food must fit inside these containers. Each patient is allowed two pounds of candy during the holiday season, which lasts from Thanksgiving to January 1.

Those visiting Leaf 2 patients may visit on the unit and consume factory-sealed food and beverages on the unit during their visit. Visitors may purchase food from the café during the regularly scheduled Trails visiting hours. All food purchased by visitors from the café must be eaten in the café area.

RULES FOR KIRKBRIDE PLAZA
• Food purchased in the café must be eaten in the café. Food may not be taken back to the units.
• Food and drinks may not be consumed in the food serving area.
• The café and market are cash only.
• Meals purchased at the café are intended to be a replacement — not an addition — to meals served by the unit dining halls.
• Fountain drinks may not be refilled.
• Patients should be dressed appropriately.

Each unit has a designated block of time every week for patients to visit the market and café outside of their unit’s scheduled visiting hours.

PERSONAL ITEMS
Oregon State Hospital limits the amount and kinds of personal items you can have. When you arrive, your personal items are listed on a property record.

Your personal items should fit neatly within your room’s storage areas. You will also have a bin in the property room to keep items that need to be checked out. If you have more personal items than will fit in your room and bin, the hospital will store the extra items in long-term storage. Work with your case monitor to decide what to do with excess personal property. Long-term storage space is limited to four boxes per patient.

Trails (except Leaf 2)
You must fill out a package request form before you receive anything from anywhere outside the hospital. This form is available at the nursing station. Staff will assist you when you receive something new, so please bring it to the nursing station.

Leaf 2
Visitors must contact the Leaf 2 Mental Health Supervising RN (MHSRN) at 503-947-2733 prior to bringing gifts, property or nonperishable factory-sealed food to the hospital. Once the MHSRN has approved the item, visitors may bring them to the Communication Center located inside the hospital’s main entrance. Communication Center staff will screen the item before your visitor may bring it onto the unit.

Electronic items must be delivered new and in a factory-sealed packaging. Any exception for previously used electronics requires prior approval by Director of Security and Director of Consumer and Family Services.

When you were admitted, important items and documents were placed in a secure storage area at the hospital. These items include keys, credit cards, checks, driver’s licenses and other forms of identification. You will get these back when you are discharged.

If you are a fitness-to-proceed patient when you are being discharged to a jail or prison, you cannot take anything other than the clothes you are wearing and your legal paperwork. All other personal items must be picked up from the hospital or mailed.
Property left at the hospital will be stored for one year and then donated to charity. The personal items you may have are listed below. You need permission from your treatment team to have anything that is not on the list. All non-approved items will be put in long-term storage, or you may mail them to a family member or have a family member pick them up.

Approved personal property (for Trails patients):

1. 20 first-class postage stamps.
2. Up to five pens and pencils.
3. One watch.
4. One cubic foot of paper, which includes: magazines, hard- or soft-cover books, handouts and group workbooks. This does not include legal paperwork. Magazines may not include pornography, guns or ammunition, and may not promote violence of any kind.
5. One pair of prescription eyeglasses (a second pair may be kept in storage).
6. One pair of sunglasses (for use in yard only).
7. Up to $30 in cash. Patients are allowed two money draws per week.
8. A brush or comb, shampoo, conditioner, soap, stick deodorant, toothpaste and toothbrush. No product with alcohol listed as one of the top three ingredients is allowed.
9. Reasonable and appropriate clothing (e.g. knee-length skirts, bras with or without underwire and brimless hats).
10. Two stuffed animals of no more than 12 inches in size.
11. Up to three small three-ring binders.
12. Up to 25 total discs (DVDs, CDs, games).*
13. One handheld MP3 player or radio with earbud headphones.*
14. One reusable water bottle.
15. Non-perishable food, which must fit in one storage container in the kitchenette.

* Patients admitted to OSH under ORS 161.370 can check out electronic items that are approved by the treatment team.
Property that requires approval from your treatment team (on all Trails units except Leaf 2):

1. Belts, belt buckles, suspenders (one each).
2. Crutches, canes and other medical devices.
3. Electronic device with power cord.
4. Up to two hats.
5. Jewelry.
6. Art supplies.
7. Cell phones or other telephonic devices.
8. During the holiday season only, up to two pounds of candy.

Property that may be checked out with staff approval and used only under supervision on all Trails units (unless otherwise ordered by the treatment team):

1. Disposable cameras.
2. Safety scissors.
3. Sewing, craft needles and plastic crochet hooks.
4. String, twine or thread.
5. Stringed instruments.
6. Hair dryers, flat irons and curling irons.
7. Hair trimmers, shavers and nail clippers.
8. Clip-on neck ties for legal hearings and other formal events.
9. Hair dye. You can purchase hair color products with your own money and the hairdresser will apply it for you.
10. Personal laundry supplies.
11. Perfume and cologne products.
12. Some units may require electric razors to be checked out for use.
13. Any products for which alcohol is listed as one of the first three ingredients.
Prohibited personal property:
1. Weapons, knives or tools of any kind.
2. Street drugs, alcohol, or any items associated with drug use.
3. Prescription or over-the-counter drugs, herbs or supplements.
4. Tobacco products (cigarettes, snuff, chew, etc.).
5. Lighters or matches.
6. Make-up in glass bottles, mirrors, mirrors in compacts, metal lipstick containers.
7. Large, hard plastic items.
8. Razor blades or patient’s own disposable razors.
10. Ceramic items (such as cups, vases, picture frames).
11. Wire clothes hangers (plastic hangers are okay).
12. Clothesline.
13. Metal-toed boots or shoes, and heavy boots of any kind.
15. Ropes, string, dental floss longer than six inches.
16. Pantyhose, including knee-high pantyhose.
17. Metal hair accessories including barrettes and bobby pins.
18. Cash exceeding $30 must be kept by the hospital in a secure account.
19. Flammable liquids.
20. Metal cans, can openers, foil, tin or aluminum.
21. Clothing with drug, alcohol or gang-related content.
22. Audio transmitters including any recording device.
23. Items that are broken or altered from their original, intended use.
24. Metal combs or brushes.
26. Tattoo or body piercing devices.
27. Toxic glues.
28. Perishable food.
29. Valuables and identification documents (birth certificate, driver’s license, etc.)
   will be stored by the hospital.
30. Clipboards.

Continued on next page
31. Loose powder makeup.
32. Chewing gum.
33. Plastic bags and wraps.
34. “Burned” CDs and DVDs.
35. External hard drives.
36. Scanners.
37. Credit cards, gift cards and debit cards (unless received from the Internal Revenue Service).
38. Small electric fans.

PERSONAL CARE

Personal hygiene — washing hands, brushing teeth and keeping your hair and body clean and neat — helps everyone at the hospital stay healthy. Ask staff if you need personal care supplies. Hand washing is the best way to stop the spread of illness like colds and flu, so wash your hands often. Haircuts are available on the treatment mall. If you want a haircut, please ask your case monitor to sign you up.

IDENTIFICATION

Everyone must wear an ID tag when off the unit. Please wear it above the waist so it is visible. If you do not have one, please see staff for a temporary ID.

MONEY

You may have up to $30 (cash, check, money orders, etc.) with you on your unit. Any money over $30 may be deposited in an account at the hospital. When you spend your $30, you may withdraw up to another $30 from the account. There is a limit of two withdrawals per week.

If you have money in addition to the money you keep in your hospital account, such as paychecks, disability checks, Social Security, a pension, etc., you or your guardian or other person who makes decisions for you must decide what to do with that money. It can be kept in a bank or with a trusted family member or friend. You should fill out a Trust Account Application to tell the hospital how you want your money handled. Please ask a staff member if you have questions about the handling of your money.
PHONE CARDS AND STAMPS
If you have money deposited in the Business Office, you can order phone cards and stamps. You are limited to 20 stamps. Order them by following these steps:
1. Ask a staff member for a money withdrawal form.
2. Fill out the form and return it to a staff member.
3. The unit clerk will deliver phone cards and stamps to you and you will have to sign for them.

LEAF 2 CELL PHONES
Leaf 2 patients may have personal cell phones under the following guidelines:
1. Cell phones are not allowed off the unit.
2. Oregon State Hospital is not responsible if your personal cell phone is lost, stolen or damaged. You are responsible for all costs associated with your cell phone, including minutes, roaming fees if applicable, and repairs and replacement.
3. In order to have a cell phone, you must demonstrate that you have the financial means to consistently pay your monthly bill. If you cannot do this, you will only be approved for a pay-as-you-go cell phone. The hospital will consider cell phone allowance for patients who are covered by their family’s plan on a case-by-case basis.
4. You may not disrupt others when using your cell phone. Cell phones will be turned off during groups, classes, outings and meetings.
5. To reduce noise and unnecessary disruptions, please keep your cell phone on vibrate.
6. Cell phones with photo or audio recording capabilities are prohibited.
7. Cell phones with internet accessibility are prohibited.
8. You may not loan your phone to others, sell your minutes to others or profit from the use of your phone in any way.
9. In order to have a cell phone, you must sign the hospital’s cell phone contract.
10. The make and model of your cell phone, its serial number and your phone number will be recorded on your property sheet.
MAIL AND PACKAGES
Everyone has the right to send and receive sealed mail. You can buy stamps if you have money (see “Phone cards and stamps,” page 16). If you don’t have money to buy your own, the hospital will give you pen and paper and up to three stamped envelopes per week. This allotment does not include mail related to your legal matters. Give your fully-addressed letter to a staff member to mail.

In addition to letters, you may receive legal documents, phone cards and paper products such as writing paper, soft- and hard-cover books, and magazines through the mail. Before you receive property from any source outside the hospital, you must fill out a package request form for each item in the parcel. If someone outside the hospital wants to send you these or other allowed items as a gift, they can do so by contacting your case monitor and asking for a package request form (not required on Leaf 2 — see “Personal items, Leaf 2,” page 10).

You may not receive packages containing food except during the holiday season when you are allowed to receive up to a total of two pounds of candy.

To ensure that all contents are safe, you will open all mail in front of a staff member.

TELEVISION
The television in common areas may be on from 3 p.m. to 10 p.m., Monday through Friday, and from 7 a.m. to 10 p.m. on Saturdays, Sundays, holidays and other days when the treatment mall is closed.

The channel can be changed by staff at the top of the hour or when a program is over. When two or more televisions are available, one may be designated for educational programs. Exceptions are made for major world or national events.

Oregon State Hospital Policy 7.002 says some kinds of programs may not be viewed in the hospital. These include any program “which is pornographic or sexually explicit; that overtly promotes criminal, violent, or self-destructive behavior; or that overtly expresses hatred on the basis of race, religion, national, or sexual orientation.” Staff may turn off the TV or change the channel at any time if this kind of program is on or to prevent unit disruption.

When people are watching TV in the TV area, please be polite to them. That means be quiet and keep conversations and other activities to a minimum.

PERSONAL ELECTRONICS
You may have electronic items in your room if allowed by policy and approved by your treatment team. All such items must be brand new and in their original packaging when
they enter the hospital, and must easily fit in the hospital scanner. All electronics must enter the hospital through the Communication Center. You must fill out a package request form before ordering any types of electronics.

Larger pieces of electronic equipment such as computers, televisions, gaming systems and stereos must fit neatly on your desk and cannot be stacked (unless it’s a desktop computer designed to be stacked). After you fill out a package request form, staff will help you decide whether the items you want will fit.

If you are approved to use a computer, you must sign an agreement stating you will use it appropriately. Staff can remove any personal electronics from your room if the items interfere with your treatment, disrupt the unit or are used inappropriately. Headphones are required when you listen to music. Computer and television screens must be off by 10 p.m.

**SLEEP**

Regular sleep is important for recovery and is part of a balanced lifestyle. We encourage everyone to remain in their rooms to rest and sleep, if possible, between 10 p.m. and 6 a.m. If you are not getting a good night’s rest, please let staff know.

**MEDICATION TIMES**

You may receive medication as part of your therapy. Your nurse and your doctor will discuss your medications with you. Please come to the nursing station to receive your medication. Usual medication times are 8 a.m., noon, 4 p.m., and 8 p.m.

**LAUNDRY**

You are responsible for washing your own clothes. Your room will have a hamper for your dirty clothes. The laundry area has washers and dryers for your use, and staff will provide you with laundry detergent. The laundry area has instructions for using the washer and dryer. You can also ask staff to help you learn how to use the machines. The last load of laundry should be in by 8:00 p.m. Clean bed linens and blankets are available in the morning. The laundry is closed during treatment mall hours.
VISITS

Visitors are encouraged at Oregon State Hospital. Here is how to add someone to your visitor list:

**Trails (Fitness to Proceed and PSRB/SHRP patients) (except Leaf 2)**
1. Visitors fill out the visitor application and return it to the Communication Center for approval.
2. If approved by Security, the application will be sent to your treatment team for you and your team to approve or deny.
3. You and your visitor will be notified once the application is approved or denied.

**Leaf 2**
1. Visitors are not required to complete a visitor’s application.
2. Visitors are encouraged to contact the unit prior to visiting.

See the charts on the following pages for details.
VISITING DAYS AND HOURS *(effective Sept. 24, 2012)*

**Adults**

<table>
<thead>
<tr>
<th>Program</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harbors</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>n/a</td>
<td>3:15-4:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>9:15-11:15 a.m.</td>
<td>9:15-11:15 a.m.</td>
</tr>
<tr>
<td>Trails &amp; Bridges</td>
<td>3:15-4:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>n/a</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>1-4 p.m.</td>
<td>1-4 p.m.</td>
<td>1-4 p.m.</td>
</tr>
<tr>
<td>Cottages</td>
<td>3:30-5 p.m.</td>
<td>3:30-5 p.m.</td>
<td>3:30-5 p.m.</td>
<td>3:30-5 p.m.</td>
<td>3:30-5 p.m.</td>
<td>1-5 p.m.</td>
<td>1-5 p.m.</td>
<td>1-5 p.m.</td>
</tr>
</tbody>
</table>

**Adults no contact — Harbors Only**

<table>
<thead>
<tr>
<th>Program</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harbors</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>n/a</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
</tr>
</tbody>
</table>

**Children**

<table>
<thead>
<tr>
<th>Program</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harbors</td>
<td>n/a</td>
<td>n/a</td>
<td>6:30-8:30 p.m.</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>2-4 p.m.</td>
<td>2-4 p.m.</td>
</tr>
<tr>
<td>Trails &amp; Bridges</td>
<td>n/a</td>
<td>n/a</td>
<td>4-6 p.m.</td>
<td>n/a</td>
<td>n/a</td>
<td>9-11 a.m.</td>
<td>9-11 a.m.</td>
<td>9-11 a.m.</td>
</tr>
<tr>
<td>Cottages</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
<td>9:15-11 a.m.</td>
<td>9:15-11 a.m.</td>
<td>9:15-11 a.m.</td>
</tr>
</tbody>
</table>

**Harbors Program**: Anchor 1, Anchor 2, Lighthouse 1, Lighthouse 2, and Lighthouse 3  
**Bridges Program**: Bridge 1, Bridge 2, Bridge 3, Bird 3  
**Trails Program**: Leaf 1, Leaf 3, Flower 2, Flower 3, Tree 1, Tree 2, and Tree 3  
**Cottages**: R01, R02, R05, R06
### VISITING LOCATIONS

**Adults and Children**

<table>
<thead>
<tr>
<th>Program</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Harbors</td>
<td>First floor dining room</td>
</tr>
<tr>
<td>Trails &amp; Bridges</td>
<td>Kirkbride cafe</td>
</tr>
<tr>
<td>Springs</td>
<td>Please note, if the patient you are visiting is in Springs, visiting hours are 8 am-8 pm.</td>
</tr>
</tbody>
</table>

A toll free telephone number (1-800-544-7078) to Oregon State Hospital is provided to promote brief communication and access to the hospital’s staff and services. The number will be answered in the Communication Center.

### TRAILS LEAF 2 VISITING DAYS AND HOURS *(effective Sept. 24, 2012)*

#### Adults

<table>
<thead>
<tr>
<th>Program</th>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
<th>Holidays</th>
</tr>
</thead>
<tbody>
<tr>
<td>On Leaf 2</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>n/a</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
</tr>
<tr>
<td>Kirkbride Café Visitation</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>n/a</td>
<td>6:30-8:30 p.m.</td>
<td>3:15-4:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
<td>6:30-8:30 p.m.</td>
</tr>
</tbody>
</table>

#### Children

<table>
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<tr>
<th>Program</th>
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</thead>
<tbody>
<tr>
<td>Kirkbride Café Visitation</td>
<td>n/a</td>
<td>n/a</td>
<td>4-6 p.m.</td>
<td>n/a</td>
<td>n/a</td>
<td>9-11 a.m.</td>
<td>9-11 a.m.</td>
<td>9-11 a.m.</td>
</tr>
</tbody>
</table>

Mealtimes are 11-11:30 a.m. for lunch and 4:30-5:00 p.m. for dinner. Visitors are encouraged not to visit during mealtimes.

A toll free telephone number (1-800-544-7078) to Oregon State Hospital is provided to promote brief communication and access to the hospital’s staff and services. The number will be answered in the Communication Center. Leaf 2 can be reached directly at 503-947-2733.
TELEPHONES

You may make and receive private phone calls from your unit’s patient phones from 7:30 a.m. to 10 p.m., except during treatment mall hours, when phones are off. Local calls are free. You may purchase a phone card or call collect to make long-distance calls. Please limit your calls to 20 minutes so that others may use the phone.

Legal calls to your attorney may be made for free. Ask staff if you need assistance.

If you answer the phone and the call is for someone else, please politely check to see if the person is around and tell them. If that person is not around, let the caller know and suggest a good time to call back.

RELIGIOUS SERVICES

We respect your right to religious freedom. The hospital’s Pastoral Services Office holds regular worship services and offers counseling. Visitors from your own place of worship are welcome if they register with Pastoral Services. Please ask your treatment team to help if you would like someone from your place of worship to visit with you.

PATIENTS’ BILL OF RIGHTS

ORS 426.385 Patient Rights (11-1-10)

426.385 Rights of committed persons. (1) Every mentally ill person committed to the Oregon Health Authority shall have the right to:

   (a) Communicate freely in person and by reasonable access to telephones;

   (b) Send and receive sealed mail, except that this right may be limited for security reasons in state institutions as described in ORS 426.010;

   (c) Wear the clothing of the person;

   (d) Keep personal possessions, including toilet articles;

   (e) Religious freedom;

   (f) A private storage area with free access thereto;

   (g) Be furnished with a reasonable supply of writing materials and stamps;
(h) A written treatment plan, kept current with the progress of the person;

(i) Be represented by counsel whenever the substantial rights of the person may be affected;

(j) Petition for a writ of habeas corpus;

(k) Not be required to perform routine labor tasks of the facility except those essential for treatment;

(l) Be given reasonable compensation for all work performed other than personal housekeeping duties;

(m) Daily access to fresh air and the outdoors, except that this right may be limited when it would create significant risk of harm to the person or others;

(n) Such other rights as may be specified by rule; and

(o) Exercise all civil rights in the same manner and with the same effect as one not admitted to the facility, including, but not limited to, the right to dispose of real property, execute instruments, make purchases, enter contractual relationships, and vote, unless the person has been adjudicated incompetent and has not been restored to legal capacity. Disposal of personal property in possession of the person in a state institution described in ORS 426.010 is subject to limitation for security reasons.

(2)(a) A person must be immediately informed, verbally and in writing, of any limitation:

(A) Of the right to send or receive sealed mail under subsection (1)(b) of this section;

(B) Regarding the disposal of personal property under subsection (1)(o) of this section; and

(C) Of the right to daily access to fresh air and the outdoors under subsection (1)(m) of this section.

(b) Any limitation under this subsection and the reasons for the limitation must be stated in the person’s written treatment plan.

(c) The person has the right to challenge any limitation under this subsection pursuant to rules adopted by the authority. The person must be informed, verbally and in writing, of this right.

(3) Mentally ill persons committed to the authority shall have the right to be free from potentially unusual or hazardous treatment procedures, including convulsive therapy, unless they have given their express and informed consent or authorized the treatment pursuant to ORS 127.700 to 127.737. This right may be denied to such persons for good cause as defined in administrative rule only by the director of the facility in which the person is confined.

Continued on next page
but only after consultation with and approval of an independent examining physician. Any denial shall be entered into the patient’s treatment record and shall include the reasons for the denial. No patient shall be subjected to psychosurgery, as defined in ORS 677.190(21)(b).

(4) Mechanical restraints shall not be applied to a person admitted to a facility unless it is determined by the chief medical officer of the facility or designed to be required by the medical needs of the person. Every use of a mechanical restraint and the reasons therefore shall be made a part of the clinical record of the person over the signature of the chief medical officer of the facility or designee.

(5) Nothing in this section prevents the authority from acting to exclude contraband from its facilities and to prevent possession or use of contraband in its facilities.

(6) As used in this section:
   (a) “Contraband” has the meaning given that term in ORS 162.135.
   (b) “Security reasons” means the protection of the mentally ill person from serious and immediate harm and the protection of others from threats or harassment as defined by rule of the authority. [1967 c.460 §4; 1973 c.838 §28; 1981 c.372 §3; 1983 c.486 §1; 1993 c.442 §16; 1995 c.141 §1; 2001 c.104 §152; 2007 c.56 §1; 2009 c.595 §424; 2009 c.756 §20]

**WHAT TO DO IF YOU HAVE A PROBLEM**
If you believe your needs are not being met or you feel you are being treated unfairly, talk to staff and your treatment team about it. You can write down your concern and give it to a staff member, or simply ask to speak with someone. The nurse manager will discuss your concern with the treatment team and try to resolve it.

If that does not help, you can file a grievance. Ask a staff member for a grievance form. Staff know how to help you file a grievance. The nurse manager or treatment care plan specialist will try to resolve your grievance.

If your grievance is not resolved, you may request a Level 2 Grievance Committee hearing. If you disagree with the committee’s findings, you can appeal to the hospital superintendent. If you continue to disagree, you may appeal to the head of the you may appeal to the head of Addictions and Mental Health. Please ask a staff member if you would like to see the written grievance policy.
WHAT IS THE INCENTIVE PROGRAM (REACH)?

The hospital has an incentive program called REACH. This stands for Recovery Environments Actively Creating Hope. The goal of REACH is to inspire you to practice the skills you need to recover and to reward you when you do so. REACH will help you set your own treatment goals and decide how to reach those goals so that you can move to less-restrictive units and eventually out of the hospital.

The incentive program encourages socially acceptable behaviors through three forms of positive reinforcement:

1. Earning points;
2. Choosing how to spend points;
3. Attending program activities.

REACH is a tool to help you and your treatment team decide what you need to do to get better, and to help you build the skills you need to get out of the hospital.

IMPORTANT RESOURCES FOR PATIENTS AND FAMILIES

- National Alliance on Mental Illness (NAMI), 1-800-950-6264
- Director of Consumer and Family Services, 503-932-7132
- Patient Advocate, 503-945-9282
- Disability Rights Oregon, 1-800-452-1694

PAYING FOR YOUR CARE

Oregon law says that you have to pay for your stay in the state hospital if you can afford it. How much you pay depends on your ability to pay.

If you have medical insurance, federal benefits such as Social Security, or your own money, the hospital’s billing office will bill you or your insurance based on what you can pay or what your insurance covers. If you or someone acting on your behalf has questions about the cost of care at OSH or how much you or your insurance will be required to pay, contact the Billing and Collections Office at 503-945-9840.

Some of your needs cannot be paid for by the hospital or your insurance — travel costs when you go on a pass; eyeglasses and frames; and clothing or other special equipment not covered by insurance. In this case, the hospital’s social worker will contact your family to determine how to respond to these needs.
DIRECTIONS TO THE HOSPITAL

From I-5 traveling northbound: Take exit 256, “Market Street/Silverton.” Stay in the left lane and turn left onto Market Street N. Turn left at the first signal onto Hawthorne Avenue NE. Take the second right onto Center Street NE and proceed to 2600 Center Street NE, which is on the left.

From I-5 traveling southbound: Take the OR-213 exit, exit 256, Market Street/Silverton. Turn right onto Market Street N and immediately move to the left lanes so that you can turn left onto Hawthorne Avenue NE. Take the second right onto Center Street NE and proceed to 2600 Center Street NE, which is on the left.

From downtown Salem head east on Center Street NE.

Once you’re here — From Center Street, turn onto Recovery Drive beside the hospital’s main entrance sign. Follow Recovery Drive past the front of the hospital, turning left at the first fork at the visitor parking lot. The number of designated visitor spaces is limited, so if there are none available, feel free to park in any of the spaces marked “staff” or “compact.” Please do not park in any restricted spaces, such as those reserved for honored employees, security or PSRB members.
Visitors must check in at the Kirkbride Main Entrance.
To request additional copies or for more information, please contact:

OREGON STATE HOSPITAL
2600 Center Street NE
Salem, OR 97301-2682

OREGON STATE HOSPITAL
1121 NE 2nd Ave
Portland, OR 97232

COMMUNICATION CENTER
(SALEM/PORTLAND)
503-945-2800
1-800-945-2805

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