

Non-Contact Visitation Frequently Asked Questions

August 29, 2024

This FAQ resource is to help answer questions visitors may have about non-contact visitation. It also includes information about our updated screening process and contact information for Ombuds and Family Services.

When does visitation for patients on Hospital Level of Care (HLOC) units resume?

Non-contact visitation for patients on HLOC units restarts on Sept. 9. HLOC units are all other units besides the Bridges stack in Salem and the Forest stack in Junction City.

When can approved visitors schedule visits?

Approved visitors may make a scheduling request starting Monday, Sept. 2. Space is limited for non-contact visits and visitation appointments must be made at least 24 hours in advance.

How do I schedule a visit?

Approved visitors can schedule their visit by calling 503-945-2800 in Salem and 541-465-2554 in Junction City.

What can I expect from my non-contact visit?

Visitors will be escorted to the non-contact visitation area where there are visitation bays set up with a clear partition separating visitors and patients. The visitor and patient will communicate through a phone.

OSH has also made changes to our visitation screening process:

- When visitors arrive, they will be asked to put all personal items, hats, scarves, over-coats and excessive layers of clothing, etc. inside a locker.
- Visitors will be asked to take off their belt and shoes, which will be searched and scanned through the X-ray machine.
- Visitors will be asked to turn out their pockets.
- Visitors will then be scanned by Security with a metal detector wand.
- If the metal detector wand alerts Security of the presence of metal, the visitor may be asked to comply with a pat down search. The visitor cannot

be forced to be patted down, but refusal will result in the visit being cancelled.

- If Security has a reasonable concern that the visitor is harboring contraband, they may ask the visitor to comply with a pat down. The visitor cannot be forced to be patted down, but refusal will result in the visit being cancelled.

Why is non-contact visitation necessary?

Due to the high risk of contraband entering the secure perimeter during contact visitation, OSH is reopening visitation in phases. In the first phase, contact visitation resumed July 22 for patients who do not need a hospital level of care.

When is visitation?

Visitation times and dates can be found on the [Friends and Family Services](#) webpage.

How early should I arrive for my visit?

Visitors should arrive at least 20 to 30 minutes before the scheduled visit to allow for screening time.

Will minors be allowed to visit?

Currently, non-contact visitation is for adults. Moving forward, our goal is to allow minor visitors in the non-contact areas.

Is Friends and Family Day still happening?

Is Friends and Family Day has been postponed until April 2025. This was a difficult decision made in the interest of the safety of our patients and staff.

Can more than one person visit?

Because space is limited in the non-contact visitation area, each patient may only have one adult visitor per visitation session. For each visitation session, there are only five spots available in Salem and four in Junction City.

What if I have other questions?

Visitors may contact Ombuds and Family Services by email or phone:

- OSH.OmbudsandFamilyServices@odhsoha.oregon.gov
- 503-947-8109 (voicemail only)