



# Patient and Family HANDBOOK



## Springs Program

### OREGON STATE HOSPITAL

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



**OREGON STATE HOSPITAL**

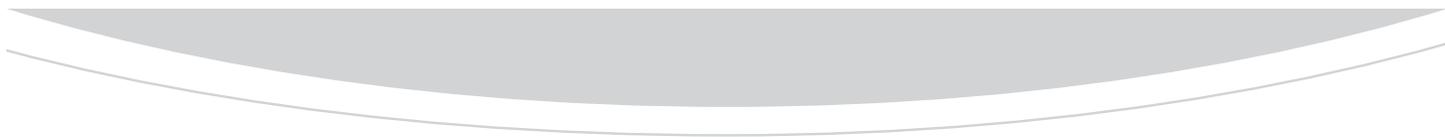
2600 Center Street NE  
Salem, OR 97301-2682  
Bird 1: 503-947-3734  
Butterfly 1: 503-947-3704  
Butterfly 2: 503-947-3714  
Butterfly 3: 503-947-3724

**OREGON STATE HOSPITAL**

1121 NE 2nd Ave.  
Portland, OR 97232

**COMMUNICATION CENTER  
(SALEM/PORTLAND)**

503-945-2800  
1-800-945-2805



Welcome to Springs at Oregon State Hospital.  
We are proud to serve you.

Dear patients and family members:

Living in a treatment facility can be difficult for patients. We hope this guidebook will help. You can be confident that we will do everything we can to provide you with the highest quality care and treatment. Family members play a significant role in supporting you through your treatment.

The Springs program is a specialized long-term treatment program operated by Oregon State Hospital. It is supported by the hospital staff, facilities and other departments.

We hope you find this guidebook helpful. Although we have tried to cover most things you need to know, the guidebook is just an overview. If you have any questions about issues not covered by the guidebook, please direct them to the staff. If you have suggestions for information to include in future editions, please feel free to share your ideas with staff.

Springs program staff,  
Oregon State Hospital

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## **SPRINGS PROGRAM INFORMATION**

The Springs program is for patients who require a hospital level of care for dementia, organic brain injury or mental illness. Patients in this program require physically secure, 24-hour care that is not available through community programs. These patients often have significant medical issues. Some are either civilly committed or voluntarily committed by a guardian because they are a danger to themselves or others, or are unable to provide for their own health and safety needs. Some patients who require significant medical care come through the criminal court system: those who have been referred by the courts under Oregon law (ORS 161.370) for treatment that will help them to understand the criminal charges against them and to assist in their own defense; or those who have been found guilty of a crime except for insanity. The program's goal is for everyone to return to a community-care setting. From the day of admission, the treatment team works with the patient toward this goal. Springs uses treatments that include sensory and behavioral therapy, recreation, coping and problem-solving skills learned through group and individual therapy in the treatment mall.

## **TREATMENT SERVICES**

These are the principles that guide our treatment of all patients.

1. In order to treat you, we first have to carefully find out what you need.
2. We will use the treatment that is least intrusive and gives you the most freedom as long as you and those around you are safe.
3. We will treat your spiritual and social needs as well as your body and mind. We will focus on the symptoms that caused you to be hospitalized. We will use your strengths and what you've learned in treatment to help you return to the community.

In addition to the classes and activities at the treatment mall, we use four kinds of treatment: behavioral, cognitive, sensory, and medication.

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## **THERAPY**

### **Behavioral therapy**

Behavior is the things you do and the way you act. Through classes and other therapy, including recreation and leisure activities, we will help you keep or relearn skills of everyday living so that you can safely do as much as possible for yourself.

### **Cognitive therapy**

Cognitive therapy means talking, either one-on-one with a therapist or in a group. This helps you to work through issues and learn skills for coping with and solving your problems.

### **Sensory therapy**

Sensory therapy helps you learn skills to calm yourself, be more alert to your surroundings and be better able to focus on the task at hand.

### **Medication**

Medications are used to help control the symptoms that brought you to the hospital and make your life difficult. We will keep an eye on you and do tests to make sure the medications are working and that they aren't causing other problems.

Usually, we will not give you medications if you or your guardian do not agree. However, sometimes your or your guardian's objections may be overruled. This happens only rarely. To do this, a physician who does not work at the hospital has to agree that the medication is needed, even if you do not want to take it.

### **Emergency interventions**

Sometimes when you aren't able to control your behaviors and you or someone else may get hurt, the nursing staff will use emergency interventions like seclusion or restraint. These are not commonly used, but when a patient's actions are out of control and dangerous, he or she may be moved to a room that is quiet and can be locked. This always has to be approved by a physician and supervised by a registered nurse. The hospital has policies about the use of seclusion or restraint. Ask a staff member if you want to have a copy of these policies.

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## Treatment team

You and your treatment team (also known as the interdisciplinary team or IDT) will work together to plan and coordinate all aspects of your treatment. Here are the members of the team:



**The physician** — This person is responsible for your total care. He or she will test you to find out what your illness is and decide how to treat it. This treatment can include medication (drugs), therapy, physical medical care and referrals to other doctors who specialize in treating persons with an illness like yours. The physician also decides whether you may leave the hospital on outings.

**Psychologist** — This person 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** — This person is responsible for helping you plan and prepare for a successful discharge and transition back to life in the community. The social worker will work with you and your family to describe your life, health, and behavior in the past and the present, and will provide individual, group and family therapy to help you get better. He or she also is the main contact linking your treatment team, your family and agencies that provide services in your community.

**Registered nurse** — This person designs and monitors your daily care and teaches you and your family about your health needs. He or she will make sure you are safe and will help you to adapt to your mental and/or physical illness, to do as much as you can, and to feel as good as you can about yourself.

**Nurse manager** — This person is responsible for what happens day to day on your living unit. The nurse manager supervises all nursing staff who care for you and makes sure that the needs identified in your treatment care plan are met.

**The mental health therapist** is responsible for your daily care as directed by the physician and nurse, and for carrying out your treatment care plan.

**The rehabilitation specialist** uses activities, including trips into the community, to help develop your social, leisure, physical, emotional and thinking skills. The main purpose of

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these activities is to give you skills to live successfully in the community. The rehabilitation specialist may use recreational activities, exercise, music and art, or skills you would use on a job.

**The treatment care plan specialist** makes sure that your plan meets your needs and goals, as well as the goals of your family and treatment team.

## **Family involvement**

The hospital wants family members to be involved in treatment planning. Family members do not usually take part in daily direct care giving, but they are an important part of the treatment team and care planning process.

One way for family members to help is to tell staff about the patient's life before he or she became ill. A member of the treatment team, usually the social worker, contacts the family regularly to provide information and answer questions. If you have ideas about ways the hospital can improve your loved one's care, please do not hesitate to discuss them with staff.

We encourage family members and friends to make telephone calls to patients or call staff to get progress reports. Pay phones are provided on each unit for patient use. We encourage you to call any time. Family and friends can talk to patients or staff by using the unit phone numbers listed below. The telephone numbers are:

- Bird 1.....503-947-3734
- Butterfly 1.....503-947-3704
- Butterfly 2.....503-947-3714
- Butterfly 3.....503-947-3724

Springs has a toll-free number for short calls between family members and staff. The number is: 1-800-544-7078. The Communication Center answers this line and transfers calls to the proper unit. If the call lasts more than a few minutes, staff may ask the caller to call back later, in order to keep the line available for others to use.

## **Treatment team meetings**

With the patient's consent, family members and/or guardians are invited to attend regular treatment team meetings. These meetings are an ideal time to get to know the team, ask questions, offer suggestions, and help develop treatment goals.

Please ask the social worker to let you know when these meetings are held. Special meetings also can be held at the request of the patient, family or guardian.

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## **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 at the hospital and after you leave the hospital. You and your treatment team will decide what classes you should take and what activities you should do.

## **Treatment care plan**

### *At admission*

When you first come to the hospital, we study your strengths, your needs and your behaviors. The physician who admits you starts making your treatment care plan. Within 72 hours, the treatment team will work with you to make a more detailed treatment plan and assign staff members to carry it out. It is very important that you and your family take part in creating this plan that describes how you are going to get better.

### *The 10-day and 30-day assessments*

The treatment team meets when you have been in the hospital 72 hours, 10 days and 30 days. By the 10th day, the team members will have met with you and found out what your medical needs are. As your team learns more about you, your initial treatment plan may be changed to reflect the treatments and skills you need to successfully return to the community.

### *Treatment reviews*

After the 30-day assessment, your treatment plan will be reviewed at least every 60 days. You and your family members are invited and encouraged to attend the treatment care plan reviews. Contact your social worker to find out when these reviews will be held.

### *Plan goals*

Your treatment plan identifies the main goals that need to be met before you return to the community. Each of these is broken down into short-term goals. The ultimate goal is to resolve the issues that brought you to the hospital.

At each treatment team meeting, the staff will review and discuss the progress toward each of the goals with you and your family. Every team member will talk about each goal. The team will note progress will be noted, make changes to your goals or your treatment as you recover.

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### *Discharge planning*

Planning for discharge begins from the day you are admitted. You and your family are very important in this process. Discharge planning will be discussed often at treatment team meetings. You and your treatment team will develop a plan for discharge.



We recognize that discharge from the hospital to a new community setting may be stressful for you. If we can, we will arrange for you to visit your new community setting before you are discharged. Before your discharge, we will carefully review your treatment plan with staff of the new facility to make sure they understand it and can follow it. After you move, our staff will follow up to assist with the transition into your new setting.

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## **GENERAL INFORMATION**

### **Clothing**

Clothing you wear at the hospital should be machine washable and dryable and require no ironing.

Closet and storage space is limited. Please limit the amount of clothing to three to five sets of clothes, including a jacket and shoes. If you need more clothing, the social worker or nursing staff will contact your family or guardian.

### **Confidentiality**

Under Oregon law, you have the right to review your own medical record. Your record may not be shown to anybody other than your health care providers and your insurer without your permission. Hospital employees, however, must report patient abuse or neglect, even if making such a report would require disclosure of your medical record.

### **Family support groups**

Support groups can be helpful for family members. Three organizations that sponsor family support groups are the National Alliance for the Mentally Ill (NAMI), the Alzheimer's Association and the Alzheimer's Network of Oregon.

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- NAMI is active in 24 Oregon counties. NAMI is a private nonprofit organization. It sponsors support groups and parent education groups for family members of adults with mental illness. It also has a library.
  - The Alzheimer's Association is a voluntary organization supported by family members of individuals with Alzheimer's disease. It has chapters in many cities and a nationwide network of family support groups. Chapters operate telephone "help lines" and run support groups. The national offices as well as chapters publish several newsletters. The Alzheimer's Association chapter in your area can give you more specific information regarding support group meeting times and locations. Call, write or email the association for free information about the association and the disease.
  - The Alzheimer's Network of Oregon is similar to the Alzheimer's Association in its mission to support family members dealing with a loved one who has Alzheimer's disease. The website gives tips on living with Alzheimer's disease, ways to get involved in the local chapter's activities, new and events dealing with Alzheimer's disease and directions to senior centers. You can also access local seminars and other educational opportunities.

Here is their contact information:

**NAMI-Oregon**

2620 Greenway Dr. NE  
Cottage 17  
Salem, OR 97301  
800-343-6264 or 503-370-7774

**The Alzheimer's Association**

[www.alz.org](http://www.alz.org)  
The association has five chapters in Oregon. Call 800-733-0402 for the telephone number and address of your nearest chapter.  
800-272-3900 (24-hour helpline)

**The Alzheimer's Network of Oregon**

[www.alznet.org](http://www.alznet.org)  
3855 Wolverine NE, Suite 27  
Salem, OR 97309  
503-364-8100

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## *Head injury support groups*

There are local head injury support groups throughout the state. For information contact Joy Klingberg-Sidwell, social worker, at 503-945-7104.



## **Mail**

Friends and family members are encouraged to write letters. Patients are usually pleased to receive letters and find them to be of comfort and support. For safety, all mail and packages must be opened in front of a staff person.

You are encouraged to write letters to family and friends as a way of maintaining contact with people outside the hospital. The hospital provides writing materials and up to three stamps per week.

Mail to patients should be addressed as follows:

Patient's name  
Springs program  
Unit and number (example: Bird 1 or Butterfly 1, 2 or 3)  
2600 Center Street NE  
Salem, OR 97301-2682

## **Off-grounds passes**

Patients are encouraged to leave the hospital on a pass, if the doctor approves. You or a family member or friend may request a day pass or an overnight pass. All passes must be approved by your doctor. The doctor will consider your treatment plan and safety when deciding whether to approve a pass.

Please ask your social worker for a pass several days in advance. This will allow staff to review your treatment plan, seek your doctor's approval and make sure you have medications to take with you. Please provide the social worker with the specific date and time for the pass, the destination and the name of the person who will be responsible for you while you are away from the hospital.

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## Patient Bill of Rights

Every patient retains his or her rights as provided by state and federal law. In addition, every patient has the right:

- To recognition, respect and dignity as an individual.
- To a humane living environment that affords reasonable protection from harm and affords reasonable privacy.
- To be free from abuse or neglect and to report abuse without being punished.
- To wear his or her own clothing.
- To a private storage area and access to it.
- To impartial access to treatment, regardless of race, religion, sex, ethnicity, age or handicap.
- To know of available alternative treatments.
- To be treated under the least restrictive conditions and not be subjected to unnecessary physical restraint and isolation.
- To be informed of the facility's rules and regulations regarding his or her conduct.
- To be visited by his or her family or significant others. Private areas to visit will be available unless the treatment team decides private visits would be non-therapeutic and documents this in the patient's chart.
- To freely choose how to spend his or her money.
- To send and receive mail.
- To participate in decisions concerning the practical reasons for limitation of visitors, telephone calls or other communication.
- To participate in his or her plans for individualized treatment and discharge, explained in terms that the patient can understand.
- To periodic review of his or her individualized treatment plan.
- To be informed of benefits, possible side effects and risks of medications and treatment procedures.

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- To receive medication only for his or her clinical needs.
  - To not receive services without informed consent except in a medical emergency or as otherwise permitted by law.
  - To decline medication and treatment to the extent permitted by law, and to be informed of the medical consequences of his or her actions.
  - To continuity of care, including appropriate follow-up care planned and initiated at the time of discharge.
  - To develop advance directives for his or her care in the case of future serious medical or psychiatric illness.
  - To be affiliated with and have access to the clergy of the religious denomination of his or her choice unless the treatment team decides this would be non-therapeutic and documents this in the patient's chart.
  - To access his or her medical and mental health records upon approval from the treatment team.
  - To confidentiality of his or her medical and mental health records.
  - To assert grievances regarding the infringement of rights described in this document and to have those grievances considered in a fair, timely, and impartial grievance procedure.
  - To exercise the rights specified in this document without any form of reprisal or punishment.

## **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, Medicaid benefits, federal benefits such as Social Security, or your own money, the hospital's billing office will bill you or your insurance carrier based on what you can pay or what your insurance covers. If you have 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

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you go on a pass; eyeglasses and frames; and clothing or other special equipment not covered by insurance. In this case, your social worker will contact your family to determine how to respond to these needs.

## **Personal possessions**

You and your family should not bring valuable items such as electric razors, watches, rings and other jewelry onto your unit. Any personal item brought onto the unit must be clearly marked with your name and must be checked in by staff and recorded on your property sheet before you are allowed to have it. If you have a question about whether something is allowed, please ask the staff.

### *Electronic equipment*

All electronic equipment such as televisions and radios must be new. If you already have these items and they aren't newly purchased, please ask staff about an exception to the policy.

### *Prohibited items*

Some items are prohibited. These include:

- Matches;
- Lighters;
- Cigarettes or other tobacco products;
- Firearms;
- Sharp objects;
- Alcohol or drugs;
- Spray cans;
- Products containing alcohol;
- Cameras or film;
- Fire-starting materials;
- Razors;
- Weapons of any type;
- Containers or other items made of glass or other potentially dangerous materials;

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- Wire hangers;
  - Pocket knives;
  - Over-the counter-medication;
  - Prescription drugs
  - Plastic bags;
  - Pornographic or sexually explicit magazines and videos.



## **Physical and social environment**

### *Activity room*

The activity room is a common area for patients to relax, play games or watch television. There is also a kitchenette that has a coffee maker, ice machine, microwave oven, refrigerator and dishwasher. You may keep non-perishable food in the kitchenette.

### *Group living*

The hospital cannot take the place of your home and family, but our staff does some of the things a family does. Staff are nurturing while providing structure and encouraging good choices. We will encourage you to be clean and well-groomed, respect others and act in ways that are acceptable here and where you live.

To help you be as independent as possible, we offer choices in your daily routines. When we need to provide physical care, it is done with respect and privacy.

### *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.

### *Personal space*

A change in where you live can cause stress. It may affect any mental, physical and emotional problems you already have. It can help to decorate your space with pictures of familiar people

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and things. We encourage you or your family to bring photos and help decorate your space in ways that will comfort you. However, the fire code says you may hang pictures and other things only on the bulletin board in your room.



## **Religious services**

We respect your right to religious freedom. Spiritual services are on Sunday mornings and religious holidays. 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 you.

You need a pass to attend religious services off the hospital grounds. Please contact the Pastoral Services office at 503-945-2962 if you have any spiritual needs or questions about services.

## **Spending money**

On most of the units in Springs, you can buy soft drinks and snack foods from vending machines. You may have up to \$30 on the unit for your use. Family members can leave money at the Communication Center when they register to visit or take it to the unit, where staff will lock up the funds for your use. If your family wants to leave more than \$25 at a time for patient use, they may talk to your social worker about setting up an interest-bearing trust account for the patient through OSH's business office.

## **Telephone use**

You may use your unit's patient phones to make and receive private phone calls 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.

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.

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## **Visiting**

Visits from friends and family are important. Visiting hours in the Springs program are 8 a.m. to 8 p.m. daily. On Butterfly 1 there are no set visiting hours or days. However, we ask that you talk to staff to determine what times might be most convenient for your family or friends to visit. On Bird 1, Butterfly 2 and Butterfly 3, we ask that you not have visitors during group times. Have your family ask staff for a group schedule.

Visitors will need to check in and get a visitor's badge at the Communication Center. It is inside the hospital's main entrance in the Kirkbride Building. The Communication Center will telephone the unit to tell the staff that visitors are on the way.

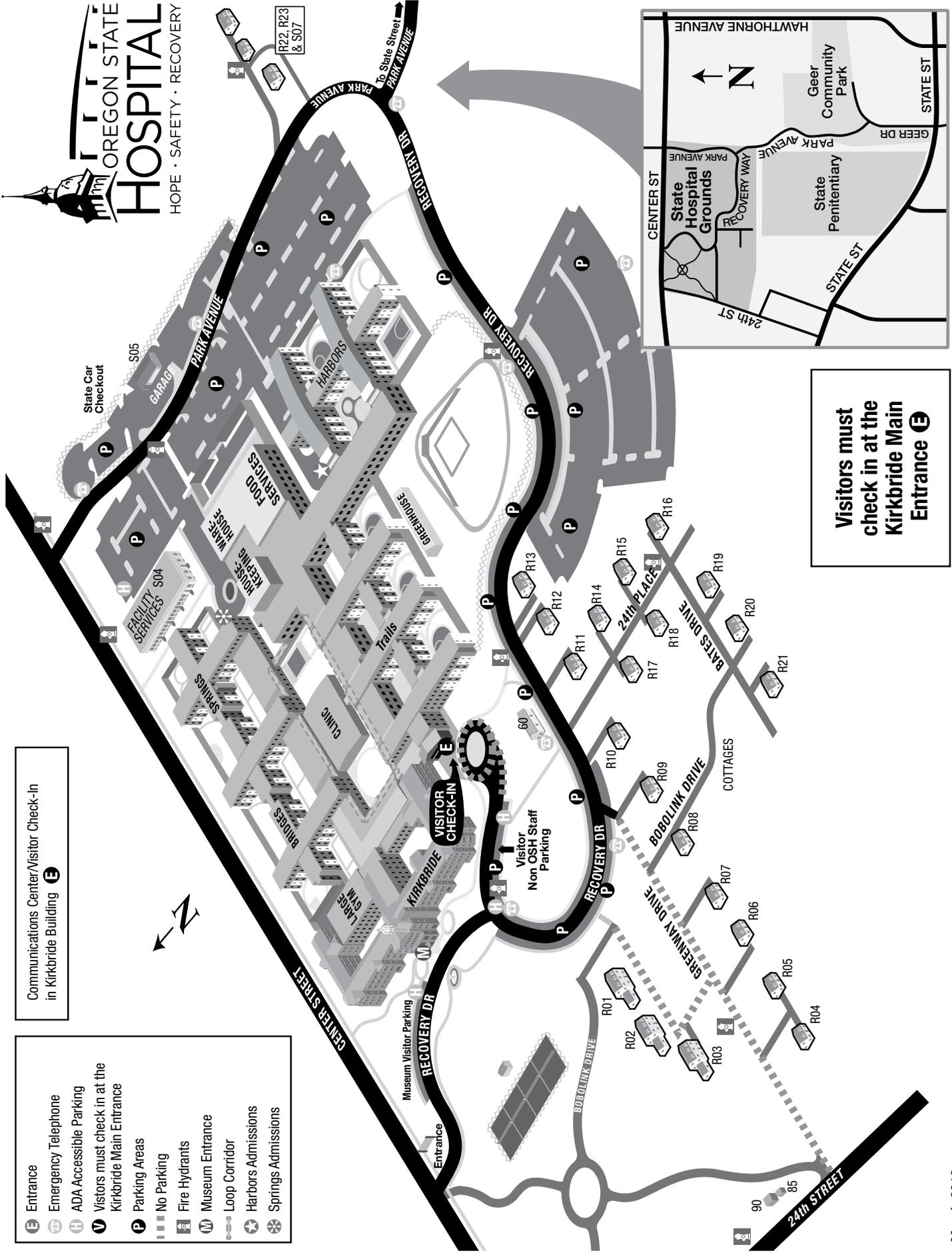
Oregon State Hospital has a cottage that can be reserved at minimal cost for overnight stays by visitors who live far from Salem. If your family needs this service to visit or take part in treatment meetings, contact your unit's social worker.

## **Things to remember about visits**

- All visitors must check in with the Communication Center upon arrival.
- All visitors must be approved by the patient or guardian before they can visit. Anyone who wants to visit should call several days ahead of time to make sure they get on the approved visitors list.
- Visitors under the age of 18 must be accompanied by an adult.
- A staff member may supervise your visit. You can discuss this with your treatment team.
- A visit will not take place if the visitor is under the influence of alcohol or intoxicants.
- Visitors must not take certain items onto the ward. These include matches, lighters, cigarettes or other tobacco products, firearms, sharp objects, and alcohol or drugs. If you want to have pictures taken of your visitors, please talk with staff about it in advance. You may not take pictures of other patients.
- If a visitor brings you a gift or any other item, a staff member must approve it and put it on your property list before it is given to you.
- Oregon State Hospital is tobacco-free. Smoking and other tobacco use are not permitted in any building or anywhere on the campus.

Communications Center/Visitor Check-in  
in Kirkbride Building **E**

- E** Entrance
- +** Emergency Telephone
- A** ADA Accessible Parking
- V** Visitors must check in at the Kirkbride Main Entrance
- P** Parking Areas
- No Parking
- ⚡** Fire Hydrants
- M** Museum Entrance
- ⬇** Loop Corridor
- ⚓** Harbors Admissions
- ⊗** Springs Admissions



**Visitors must check in at the Kirkbride Main Entrance **E****

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## 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 NE 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 west 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 until you come to a parking lot. Visitor parking is to the left; however, the number of spaces is limited, so if there are none available, feel free to park in any of the spaces marked “staff” or “compact.”

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## **WHAT TO DO IF YOU (THE PATIENT) HAVE A PROBLEM**

If you (the patient) believe your needs are not being met or you feel you are being treated unfairly, talk to staff and your treatment team about it. The nurse manager will discuss your concern with the treatment team and try to resolve it.

If that does not help, you (the patient) 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, the hospital Grievance Committee may hold a hearing about it. 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 director of the Oregon Health Authority.

Please ask a staff member if you want to see the written grievance policy.

### **The Joint Commission**

Any patient or family member can also file a complaint about quality of care or safety issues to The Joint Commission. The commission does not help patients or family members resolve individual concerns, but does work with the hospital to ensure that all patients are safe and receive high-quality care.

The Joint Commission may be contacted by:

Phone: 800-994-6610

Email: [complaint@jointcommission.org](mailto:complaint@jointcommission.org)

Fax: 630-792-5636

Mail: Office of Quality Monitoring  
The Joint Commission  
One Renaissance Boulevard  
Oakbrook Terrace, Illinois 60181

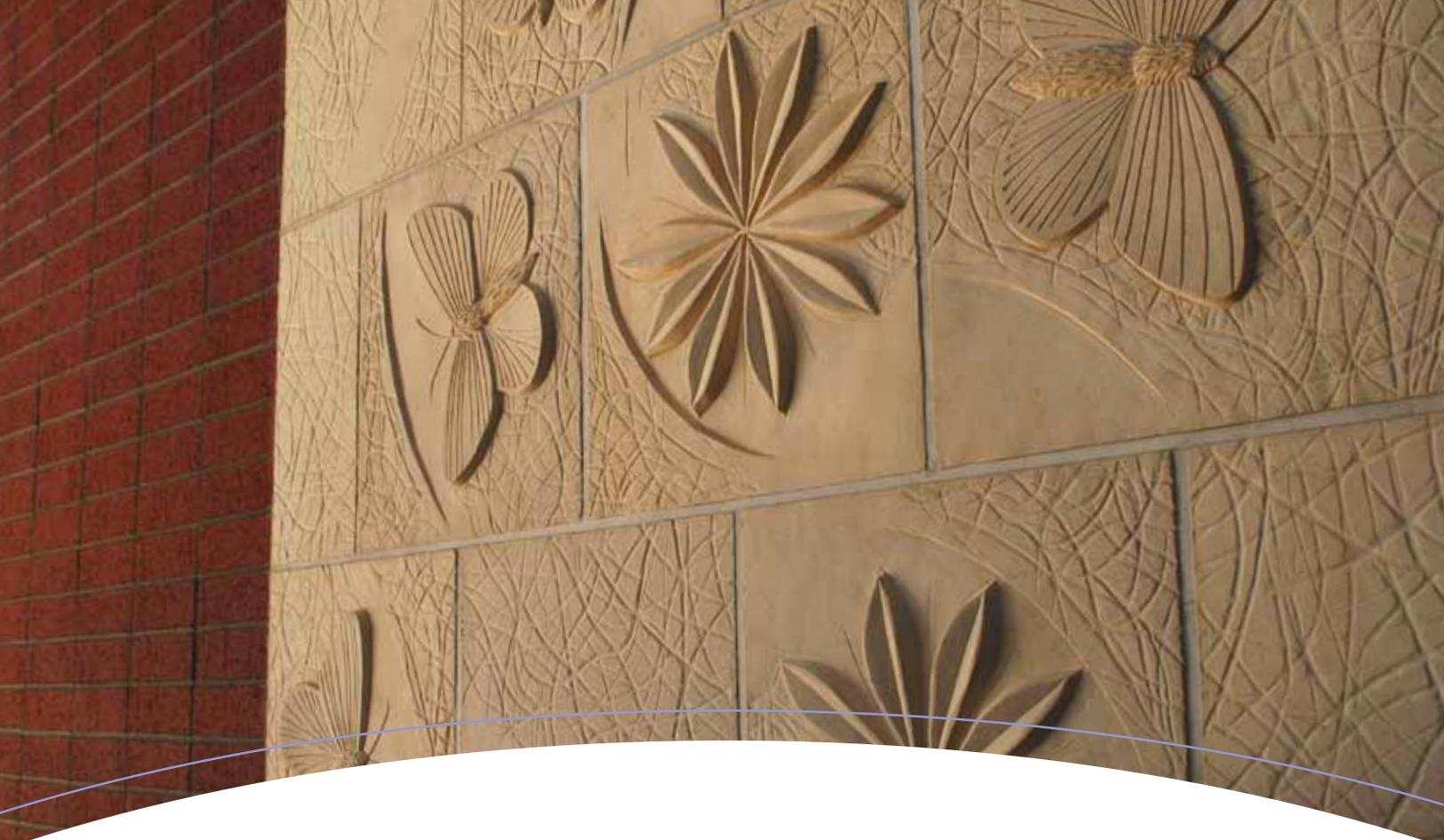
### ***Outside advocates***

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If you or your family members ever feel that you need somebody outside the hospital to be your advocate, you can contact the Oregon Advocacy Center. The Oregon Advocacy Center is the official legal advocate for persons with mental illness in Oregon. The center's advocates and legal staff can help a patient or family member who have concerns about treatment they have received, needs that have not been adequately met and other issues patients' rights issues.

Here is the center's contact information:

Oregon Advocacy Center  
620 SW Fifth Ave., Fifth floor  
Portland, OR 97204  
Executive director: Bob Joondeph  
800-452-1694 or 503-243-2081  
TTY: 800-556-5351 or 503-323-9161



To request additional copies or for more information, please contact:

**OREGON STATE HOSPITAL — Salem**

2600 Center Street NE  
Salem, OR 97301-2682

**COMMUNICATION CENTER  
(Salem/Portland)**

503-945-2800  
1-800-945-2805

This document can be provided upon request in an alternate format for individuals with disabilities or in a language other than English for people with limited English skills. To request this publication in another format or language, contact Deborah Howard at 503-945-7132 (voice) or 503-945-2996 (TTY) or email [Deborah.J.Howard@state.or.us](mailto:Deborah.J.Howard@state.or.us).