

**OREGON HOME CARE COMMISSION
OREGON ADMINISTRATIVE RULES**

**CHAPTER 418
DIVISION 20**

OREGON HOME CARE COMMISSION FUNCTIONS

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418-020-0010 Definitions

(Adopted 12/01/2014)

(1) "Active" means an active homecare or personal support worker who has a current provider number; has worked and been paid with public funds in any of the past 12 months as a homecare or personal support worker; has a current credential and has met orientation requirements of program for which the worker is enrolled.

(2) "Area Agency on Aging" means the designated entity with which DHS contracts to meet the requirements of the Older Americans Act and [ORS Chapter 410](#) in planning and providing services to seniors and individuals with a disability for a designated planning and service area.

(3) "Background Check" means a criminal records check and appropriate abuse check conducted in accordance with [OAR Chapter 407, Division 7](#).

(4) "Case Manager" means an employee of a service delivery office who is responsible for determining service eligibility, offering services choices to eligible individuals, developing a plan of authorized services, and monitoring the effectiveness of services and supports. This term includes services coordinator and personal agent.

(5) "Collective Bargaining Agreement" or "CBA" means the Collective Bargaining Agreement between the Oregon Home Care Commission and the Service Employees International Union, Local 503.

(6) "Commission" means the Oregon Home Care Commission established and operated pursuant to [Article XV, Section 11, of the Oregon Constitution](#), and [ORS 410.595 to 410.625](#).

(7) "Commissioner" means one of the nine members of the Home Care Commission appointed by the Governor and confirmed by the Senate as provided in [ORS 171.562 and 171.565](#). Five members are either seniors or individuals with disabilities who are receiving or who have received homecare services. One member is appointed to represent each of the following entities, or a successor entity, for as long as a comparable entity exists:

(a) Governor's Commission on Senior Services;

(b) Department of Human Services;

(c) Oregon Disabilities Commission; and

(d) Oregon Association of Area Agencies on Aging and Disabilities.

(8) "Community Health Worker" means an individual, as defined in [ORS 414.025](#), who assists members of the community to improve their health and increases the capacity of the community to meet the health care needs of its residents and achieve wellness.

(9) "Consumer" or "Consumer-Employer" means an individual eligible for in-home and community based services.

(10) "Consumer-Employer Training Services" means activities to empower and inform consumer-employers or representatives of consumer-employers regarding their rights, role, and responsibilities as employers of homecare or personal support workers, as described in [OAR Chapter 411, Division 35](#). The consumer-employer training services programs are known as STEPS to Success with Homecare Workers and STEPS to Success with Personal Support Workers.

(11) "Consumer Representative" means an individual assigned by a consumer or designated by a consumer's legal representative to act as the consumer's decision maker in matters pertaining to planning and implementing an in-home service plan or individual support plan.

(12) "Continuing Education" means specific minimum education requirements, defined by the Commission, which workers must complete to be referred on the Registry.

(13) "Credential" means time-limited approval by DHS or OHA for an individual to provide services as a homecare or personal support worker, which includes a begin date, designated by a service delivery office, no earlier than the individual's most recent background check and an end date no later than 24 months from the homecare or personal support worker's most recent background check.

(14) "Cultural Competence" is a set of congruent behaviors, attitudes, and policies that come together in a system, agency, or among professionals to enable effective work in cross-cultural situations.

(15) "DHS" means the Oregon Department of Human Services.

(16) "Enrollment and Application Packet" means the program-specific documents an individual must complete to be approved to provide services as a homecare worker or personal support worker.

(17) "Employment Agreement" means an agreement between a consumer-employer or consumer representative and a homecare or personal support worker, which defines workplace rules and expectations.

(18) "Enhanced Homecare Worker" means a homecare worker, as defined in this rule, who is certified by the Commission to provide services for consumers who require medically driven services and supports as defined and assessed by DHS.

(19) "Enhanced Personal Support Worker" means a personal support worker, as defined in this rule, who is certified by the Commission to provide services for consumers who require advanced medical- or behavioral-driven services and supports as defined and assessed by DHS by a functional needs assessment tool.

(20) "Exceptional Personal Support Worker" means a personal support worker, as defined in this rule, who is certified by the Commission to provide services for consumers who require extensive medical- or behavioral-driven services and supports, beyond the enhanced services provided by an enhanced personal support worker, as assessed by a functional needs assessment tool; and whose service needs also require staff to be awake more than twenty hours in a twenty-four hour period.

(21) "Functional Needs Assessment" means a comprehensive assessment tool that documents physical, mental and social functioning and risk factors; choices and preferences; service and support needs; and strengths and goals.

(22) "Grievance" means a formal allegation of acts, omissions, applications, or interpretations that are believed to be violations of the terms or conditions of the Collective Bargaining Agreement.

(23) "Homecare Worker" means a provider, as described in [OAR Chapter 411, Division 31](#), who is directly employed by a consumer to provide either hourly or live-in services for the consumer. The term homecare worker includes:

(a) Providers in the:

(A) Consumer-Employed Provider Program;

(B) Spousal Pay Program;

(C) State Plan Personal Care Program for seniors and individuals with physical disabilities; and

(D) The Oregon Project Independence Program.

(b) The term "homecare worker" does not include workers employed by an in-home agency.

(24) "Independent Choices Program" means the program described in [OAR Chapter 411, Division 30](#), which is a self-directed in-home services program in which a participant is given a cash benefit to purchase goods and services, which are identified in the participant's service plan and prior approved by DHS or an Area Agency on Aging.

(25) "Individual" means an older adult or an adult with a disability applying for or eligible for services. The term "individual" is synonymous with "client" and "consumer".

(26) "Individual Support Plan" or "ISP" means the plan defined in [OAR Chapter 411, Division 375](#), which includes written details of the supports, activities, and resources required for an individual with intellectual or developmental disabilities to achieve and maintain personal goals and health and safety.

(27) "Live-In Services" means those services, as defined in [OAR Chapter 411, Division 030](#), which are provided for a senior or an individual with a physical disability who requires 24-hour availability for activities of daily living and self-management tasks.

(28) "OHA" means the Oregon Health Authority.

(29) "Oregon Intervention System" or "OIS" means a system of training to people who work with designated individuals to provide elements of positive behavioral support and non-aversive behavioral intervention.

(30) "Orientation" means an introduction to in-home programs and basic expectations for homecare or personal support workers, which is arranged through a service delivery office, in accordance with these rules.

(31) "Personal Health Navigator" means an individual, as defined in [ORS 414.025](#), who provides information, assistance, tools and support to enable a consumer to make the best health care decisions in the consumer's particular circumstances and in light of the consumer's needs, lifestyle, combination of conditions, and desired outcomes.

(32) "Personal Support Worker" means a person, as defined in [ORS 410.600](#):

(a) Who is hired by an individual with a developmental disability or mental illness or a parent or guardian of an individual with a developmental disability or mental illness;

(b) Who receives monies from DHS or OHA for the purpose of providing services for the individual with a developmental disability or mental illness; or

(c) Who provides services through the Independent Choices Program for a senior or an individual with a physical disability; and

(d) Whose compensation is provided in whole or in part through DHS or OHA, a support services brokerage or other public agency; and who provides services in the home or community.

(e) All other personal support workers, including provider organizations and supervisors, and those who perform solely volunteer personal services-related tasks are excluded from this definition.

(33) "Professional Development Recognition" means the recognition by the Commission of homecare and personal support workers who are

continuing their education and have met Commission training requirements for recognition.

(34) "Program" means a program governed by Oregon Administrative Rules and administered by DHS or OHA, which authorizes home and community services to be provided through public funding.

(35) "Provider" means a homecare or personal support worker who is eligible to be hired by a consumer-employer or a consumer representative to provide in-home or community services authorized in the consumer's service plan.

(36) "Provider Number" means an identifying number issued to each homecare and personal support worker who is enrolled as a provider through DHS or OHA.

(37) "Registry" means the Commission's online listing of homecare and personal support workers who are available for work. The primary function of the Registry is to provide consumer choice by generating a list of homecare or personal support workers whose qualifications most closely match requirements entered in an individual consumer-employer profile.

(38) "Relief Worker" means a homecare or personal support worker who provides services in place of a homecare or personal support worker who is unavailable. This term is synonymous with "substitute worker".

(39) "Respite Worker" means a homecare or personal support worker who provides services in place of a family caregiver or other member of a consumer's natural support system who typically provides unpaid services. The term respite may also refer to a substitute for a live-in homecare worker.

(40) "Restricted Provider Number" means a number assigned by DHS to a homecare or personal support worker who is only approved to provide services for a specific consumer.

(41) "Service Delivery Office" means a DHS or OHA office, Area Agency on Aging, Community Developmental Disability Program, Support Services Brokerage or Community Mental Health Program office that is responsible for case management and authorization of publicly funded services provided by homecare or personal support workers.

(42) "Service Plan" means a written plan of authorized in-home and community services, developed in accordance with DHS or OHA rules and policies or an Individual Support Plan.

(43) "State Plan Personal Care Services" means the assistance with personal care and supportive services described in [OAR Chapter 411, Division 34](#), provided for an individual by a homecare or personal support worker.

(44) "Stipend" means a predetermined amount of money granted to a homecare or personal support worker to attend Commission training, in accordance with Commission requirements.

(45) "Substitute Worker" means "Relief Worker".

(46) "Worker" means a "Homecare Worker" or "Personal Support Worker".

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.600, 410.603, 410.605, 410.606, 410.608, 410.612](#)

418-020-0020 Qualifications for Homecare and Personal Support Workers

(Adopted 12/01/2014)

(1) Homecare Worker Minimum Qualifications:

(a) Submit completed application and enrollment packet to a service delivery office;

- (b) Pass a DHS background check and cooperate with a recheck every two years or when requested;
- (c) Be capable of performing essential functions to safely provide necessary services or be capable of learning essential functions to safely provide necessary services;
- (d) Meet in-home program specific guidelines;
- (e) Be 18 years of age or older. Age exceptions may be made by DHS on a case-by-case basis for family members at least 16 years of age; and
- (f) Within 30 days of receiving a provider number, attend an orientation that utilizes materials provided or approved by the Commission.

(A) When completion of an orientation is not available at a local service delivery office within 30 days, orientation must be completed within 90 days of enrollment.

(B) If a homecare worker fails to complete an orientation within 90 days of provider enrollment, the homecare worker's provider number will be inactivated and any authorization for service payment will be discontinued, in accordance with [OAR Division 411, Chapter 031](#).

(C) Homecare workers must attend a live-in service orientation before being hired to provide live-in services.

(2) Personal Support Worker Minimum Qualifications:

- (a) Submit completed application and enrollment packet;

(b) Pass a DHS or OHA background check and cooperate with a recheck when requested;

(c) Be capable of performing essential functions to safely provide necessary services or be capable of learning essential functions to safely provide necessary services;

(d) Be 18 years of age or older; and

(e) Meet program specific guidelines; including attending an orientation within 90 days of receiving a provider number.

(3) Homecare and Personal Support Worker Orientation. Service delivery offices providing homecare or personal support worker orientation must:

(a) Offer orientation frequently enough that new homecare or personal support workers meet program timelines for completing orientation; and

(b) Use presentation and materials created by or approved by the Commission and DHS or OHA.

(c) Make every attempt to provide orientation in a culturally-appropriate manner, including:

(A) Attempt to convey the availability of translation and interpreter services in the six languages, besides English, most commonly spoken by consumers in the office's service delivery area.

(B) Attempt to provide written materials and an interpreter fluent in the workers' primary language if three or more speakers of that language will be in attendance; and

(C) Attempt to provide an interpreter fluent in the workers' primary language if one or two speakers of that language will be in attendance.

(d) Provide reasonable accommodations for homecare or personal support workers who experience disability, in accordance with [Title II of the Americans with Disabilities Act](#).

(e) Allow the Union to make presentations to potential members at orientations, at a mutually agreeable time, in accordance with the current collective bargaining agreement.

(4) Workplace Substance Abuse Policy:

The Commission encourages homecare and personal support workers and consumer-employers to voluntarily seek help with drug and alcohol dependence and provides information and referral on request.

(a) The Commission is committed to protecting the safety, health, and well-being of consumers of in-home services and homecare and personal support workers, through establishing a workplace substance abuse policy.

(b) This policy recognizes that substance abuse by homecare or personal support workers, consumers, family members or others in consumers' homes is disruptive, adversely affect the quality of in-home services, and pose serious health risks to users and others.

(c) This policy recognizes that workers' abuse of alcohol and other drugs during non-working hours may affect their ability to provide quality in-home services.

(d) Workers are expected to report to work unimpaired and fit for duty.

(A) If the use of a prescribed or over-the-counter medication may compromise the safety of a worker, a consumer-employer, or the public, it is the worker's responsibility to use appropriate personnel procedures such as calling in sick and notifying the consumer-employer and case manager to avoid unsafe workplace practices.

(B) It is a violation of the Commission's substance abuse policy for a worker to intentionally misuse or abuse prescription or over-the-counter medications. Appropriate action will be taken if job performance declines or if accidents occur, in accordance with DHS or OHA rules.

(e) It is a violation of the Commission's substance abuse policy for a worker to use, possess, sell, trade, manufacture, or offer for sale illegal drugs or intoxicants in the workplace.

(f) A worker who is convicted of any criminal drug or alcohol violation in the workplace or during non-working hours must notify the service delivery office in writing within five calendar days of the conviction. The service delivery office will take appropriate action in accordance with DHS or OHA rules.

(g) DHS case managers authorize services in settings that do not jeopardize the health and safety of providers, in accordance with [OAR Chapter 411, Division 30](#).

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604](#)

418-020-0030 Homecare and Personal Support Worker Training
(Adopted 12/01/2014)

(1) Training is offered by the Commission to homecare and personal support workers statewide to enhance worker skills and the quality of in-home and community services provided for consumer-employers.

(a) Training is provided without charge to homecare and personal support workers, consumer-employers, consumer-representatives, and appropriate service delivery staff.

(b) Stipends for actual hours in attendance at Commission-sponsored classes may be available to homecare and personal support workers who have provided publicly funded services in any of the three months before training or during the month of the training.

(A) The Commission determines the amount of a stipend and may provide a stipend for each eligible class only once per year.

(B) The Commission determines which classes are approved for stipends for homecare and personal support workers.

(2) Public Availability of Training. When classes are not filled, members of the public may attend, after registering and paying training fees determined by the Commission. Members of the public will not be eligible for stipends.

(3) Certifications for Homecare and Personal Support Workers.

(a) Cardio Pulmonary Resuscitation (CPR) and First Aid Certification:

(A) The Commission pays for active homecare and personal support workers, who meet the qualifications established by the Commission, to take First Aid training and adult CPR; and, if providing services to children, child CPR.

(B) Homecare and personal support workers must request payment in writing to the Commission before taking CPR and First Aid training.

(C) The Commission does not reimburse homecare or personal support workers who have paid for CPR and First Aid classes.

(b) Professional Development Recognition. The Commission awards Professional Development Recognition to homecare and personal support workers who have:

(A) Completed 20 hours of core, safety and skills training classes;

(B) Current CPR and First Aid certification; and

(C) An acceptable attendance record is one in which an individual homecare does not have a no show rate greater than 30 percent at Commission classes. This is defined by the Commission and published in monthly training newsletters and on the Professional Development Recognition web page. The application is located at:

<http://www.oregon.gov/dhs/spd/adv/hcc/docs/pro-dev.pdf>.

(c) Enhanced Homecare Worker Certification.

(A) To be certified as an enhanced homecare worker, a homecare worker must:

(i) Have an active, unrestricted provider number;

(ii) Have current CPR and First Aid Certification;

(iii) Complete a written application;

(iv) Demonstrate knowledge of core concepts as measured by a readiness assessment; and

(v) If accepted, successfully complete enhanced homecare worker coursework and assessments.

(B) Enhanced homecare workers are eligible for an enhanced hourly or enhanced live-in service payment rate only when providing services for a consumer-employer assessed by DHS as having enhanced needs.

(C) For ongoing enhanced homecare worker certification, a homecare worker must:

(i) Maintain an active homecare worker credential, CPR and First Aid certification.

(ii) Complete requirements for recertification before the end of each two–year credential period.

(d) Enhanced Personal Support Worker Certification.

(A) To be certified as an enhanced personal support worker, a personal support worker must:

(i) Have an active unrestricted provider number;

(ii) Have current CPR and First Aid Certification;

(iii) Complete a written application;

(iv) Demonstrate knowledge of core concepts as measured by a readiness assessment; and

(v) If accepted, successfully complete Enhanced Personal Support Worker coursework and assessments.

(B) Enhanced personal support workers are eligible for an enhanced hourly or enhanced live-in service payment rate only when providing services for a consumer-employer assessed by DHS as having enhanced needs.

(C) For ongoing enhanced personal support worker certification, a personal support worker must:

(i) Maintain an active personal support worker credential, CPR and First Aid certification.

(ii) Complete requirements for recertification before the end of each two-year credential period.

(e) Exceptional Personal Support Worker Certification:

(A) To be certified as an exceptional personal support worker, a personal support worker must complete:

(i) Enhanced personal support worker certification;

(ii) A written application;

(iii) Oregon Intervention System general or parent level certification as appropriate; and

(iv) If accepted, 10 - 12 hours of coursework and pass course assessments.

(B) For ongoing exceptional personal support worker certification a personal support worker must:

(i) Maintain an active personal support worker credential; CPR and First Aid; and Oregon Intervention System certifications.

(ii) Complete requirements for recertification before the end of each two-year credential period.

(C) Exceptional personal support workers are eligible for an exceptional service payment rate only when providing services for a consumer-employer assessed by DHS as having exceptional needs.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.604, 410.625](#)

418-020-0040 Consumer-Employer Training Services

(Adopted 12/01/2014)

The Commission offers voluntary training services to consumer-employers and consumer representatives on how to select, manage, and dismiss homecare and personal support workers. These services may be referred to as STEPS to Success with Homecare Workers, STEPS to Success with Personal Support Workers, or generically as STEPS services.

(1) Providers of STEPS services are approved by or under contract with the Commission.

(2) Services are designed to meet consumer-employer needs and are provided in a culturally competent manner. Providers offer a continuum of services based on individual needs and preferences, on topics including but not limited to:

(a) Understanding the service plan and specific tasks authorized by the consumer's case manager;

(b) Creating job descriptions, locating workers, interviewing, completing reference checks, and hiring a homecare or personal support worker;

(c) Creating an employment agreement;

(d) Training, supervising and communicating effectively with workers;

(e) Ensuring work is performed satisfactorily;

(f) Correcting unsatisfactory work performance and discharging unsatisfactory workers;

(g) Scheduling and tracking hours worked and maintaining employment records;

(h) Developing a backup plan for coverage of services; and

(i) Preventing and reporting fraud and abuse.

(3) STEPS services must be provided in a timely manner.

(a) Consumers must be contacted within five working days of referral.

(b) A planning interview for STEPS services must be conducted with consumers or representatives within 10 business days of referral, unless a consumer requests a later date.

(c) Individualized consumer services must begin within 10 business days of the planning interview, unless a consumer or consumer representative requests a later date.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604](#)

418-020-0050 Registry
(Adopted 12/01/2014)

The Commission maintains an online Registry of qualified homecare and personal support workers to provide routine, emergency, and substitute referrals to consumer-employers.

(1) DHS and OHA responsibilities:

(a) DHS and OHA shall collect for each homecare worker or personal support worker:

(A) Name, address, and phone number or numbers and where available, email address;

(B) The program or programs under which the worker is approved to provide services;

(C) The provider number;

(D) Begin and end dates of credential period;

(E) Date of most recent background check;

(F) Restricted or unrestricted status; and

(G) Other information as requested.

(b) In accordance with interagency agreements, DHS and OHA will:

(A) Provide continuing technical support, including electronic system changes needed by the Commission to ensure:

(i) Receipt of information from state electronic provider data management systems and any fiscal intermediaries

providing consumer and provider information necessary for Registry matching functions; and

(ii) Accuracy of data downloaded real-time or on a daily basis.

(B) Provide technical support, including system changes to ensure security rights information transferred to the Commission's Registry from current or future electronic systems are accurate and maintained.

(C) Continue to provide information needed by the Commission's Registry when any updates and changes to current electronic servers and systems are implemented.

(2) Service Delivery Office Responsibilities. Staff must enter into the Registry within five business days of the information becoming available:

(a) The date and location of each completed homecare worker or personal support worker orientation.

(b) The expiration dates of CPR and First Aid certification for homecare or personal support workers who present original documents at the service delivery office.

(3) Service Delivery Staff Use of Registry. DHS and OHA Service Delivery office staff will use the Registry exclusively to refer homecare or personal support workers to consumer-employers:

(a) When a consumer-employer or consumer representative requests names of homecare or personal support workers, an individual employer profile must be created and used for generating a Registry list of homecare or personal support workers who best match the consumer's profile.

(A) Service delivery staff must not create generic lists for distribution to multiple consumer-employers.

(B) Service delivery staff must not recommend specific homecare or personal support workers to consumer-employers or serve as employment references for such workers.

(b) Service delivery staff must refer consumer-employers or consumer representatives needing assistance with the Registry or those otherwise needing assistance locating homecare or personal support workers to the Commission Registry support or to the STEPS consumer training services program.

(4) Referral Requirements. For a homecare or personal support worker's name to appear on a Registry referral list, a homecare or personal support worker must:

(a) Have an active, unrestricted provider number;

(b) Be seeking employment;

(c) Authorize release of information by selecting this option on the Registry or in writing to the appropriate service delivery office;

(d) Maintain a complete, accurate profile;

(e) Have a valid telephone number and email address, if available. If a homecare or personal support worker does not have a working telephone number in the Registry, he or she will not be available for referral in the Registry and will be notified by the Commission via U.S. Mail or email;

(f) Update profile information at least every 30 days;

(g) Update changes including availability, telephone number, or other profile information when such changes occur; and

(h) Meet Commission annual continuing education requirements.

(5) Appropriate Use. The purpose of the Registry is for individual consumer-employers, persons authorized to act on behalf of consumers, or individuals hiring in-home workers privately, to find qualified homecare or personal support workers.

(6) Inappropriate Employer Use. Employer profiles or help wanted advertisements placed for purposes other than for individual searches as described in this rule are not authorized.

(7) Inappropriate Use by Homecare and Personal Support Workers. Homecare and personal support workers may not use the Registry for purposes other than its intended use. Homecare and personal support workers may not:

(a) Use the Registry to refer other homecare or personal support workers or contact other homecare or personal support workers;

(b) Use the Commission's name on business cards or other promotional materials;

(c) Represent themselves in print, electronic or social media as employees of the Commission, DHS, OHA, or any service delivery office.

(8) Violations of [OAR 418-020-0050](#) by homecare or personal support workers will be investigated by the Commission.

(a) Sanctions may be imposed for non-compliance with these rules. Depending on severity and recurrence of violation, a sanction may include one or more of the following actions:

(A) Written warning;

(B) Suspension of availability for Registry referral for a prescribed period;

(C) Suspension of availability for Registry referral until conditions for suspension are corrected; or

(D) Training requirements.

(b) Depending on the severity of allegations of misconduct or inappropriate use, the Commission may suspend availability for referral during investigation.

(c) Notice of Sanction. If the Commission imposes a sanction, the Commission shall attempt to serve a notice of sanction upon the homecare or personal support worker by regular mail based on the last contact information provided by the worker, or, if requested by the recipient of the notice, by electronic mail. The Notice of Sanction will comply with [OAR Chapter 137, Division 3](#) and [OAR Chapter 411, Division 1](#), as applicable.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented: [ORS 410.603, 410.604, 410.606](#)

418-020-0060 Workers' Compensation

(Adopted 12/01/2014)

(1) The Commission elects workers' compensation coverage on behalf of consumer-employers who employ homecare and personal support workers.

(2) Consumer-employers and consumer representatives must:

(a) Sign required documents for homecare or personal support worker to receive workers' compensation coverage;

(b) Report homecare or personal support worker injuries to the Commission as soon as becoming aware of worker injury; and

(c) Provide information to the Commission and workers' compensation carrier when workers report injury.

(3) Service delivery office staff will:

(a) Collect from each consumer-employer, at time of eligibility for services, appropriate signed workers' compensation documents;

(b) Report injuries immediately to the Commission; and

(c) Respond to requests for information from the Commission and workers' compensation carrier when workers report injuries and when claims are filed.

(4) The Commission will:

(a) Assist homecare and personal support workers who are injured while performing service plan authorized tasks with filing claims; and

(b) Work as the agent of consumer-employers while providing information to the insurance carrier's claims adjusters, attorneys, return-to-work specialists, and vocational rehabilitation administrators.

(5) Homecare or personal support workers injured while providing authorized services must:

(a) Report work injuries as soon as becoming aware of injuries to the:

(A) Consumer-employer or consumer-representative;

(B) Case manager; and

(C) Commission;

(b) Cooperate with the Commission and workers' compensation carrier by providing all required documents and returning phone calls timely; and

(c) Keep the consumer-employer or consumer-representative informed regarding work restrictions resulting from injuries at work, medical appointments, and return to work dates.

Stat. Auth.: [ORS 410.602](#)

Stats. Implemented [ORS 410.606, 410.625, 656.039](#)