

NF-20-163 - Provider Alert

**Department of Human Services**  
*Office of Aging and People with Disabilities*  
Safety, Oversight and Quality Unit  
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Date: December 30, 2020

To: All Nursing Facilities  
All Assisted Living Facilities  
All Residential Care Facilities  
All Adult Foster Homes



From: Jack Honey, Administrator  
Safety, Oversight and Quality Unit,  
Office of Aging and People with Disabilities

**RE: Long-Term Care Ombudsman (LTCO) will resume visits**

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The Long-Term Care Ombudsman's Office (LTCO) has partnered with the Oregon Health Authority (OHA) in ensuring LTCO volunteers receive training related to personal protective equipment, infection control and other precautions needed for them to enter long-term care facilities in their role as resident advocates. The Ombudsman's office is an essential link to resident care and advocacy and the Oregon Department of Human Services (ODHS) supports this transition as these essential visits are scheduled to resume.

Starting Monday January 4, 2021 LTCO volunteers shall be allowed access to residents in Oregon's long-term care settings in all counties with the exception of those that are shown as being an extreme risk per the Governor's framework. The framework matrix for making this determination can be found here: [Oregon's COVID-19 Risk Levels](#).

For more information about the long-term care ombudsman and the services offered you may visit their website: [Office of the Long-Term Care Ombudsman](#) Additionally, the LTCO phone number is 1-800-522-2602.

Questions about this provider alert can be directed to the appropriate licensing team as follows:

- Adult Foster Homes: [APD.AFHTeam@dhsoha.state.or.us](mailto:APD.AFHTeam@dhsoha.state.or.us)
- Assisted Living & Residential Care Facilities: [ABC.Team@dhsoha.state.or.us](mailto:ABC.Team@dhsoha.state.or.us)
- Nursing Facilities: [NFLicensing@dhsoha.state.or.us](mailto:NFLicensing@dhsoha.state.or.us)

General questions about COVID-19 may be directed to [SOQ.LTCinfo@dhsoha.state.or.us](mailto:SOQ.LTCinfo@dhsoha.state.or.us)