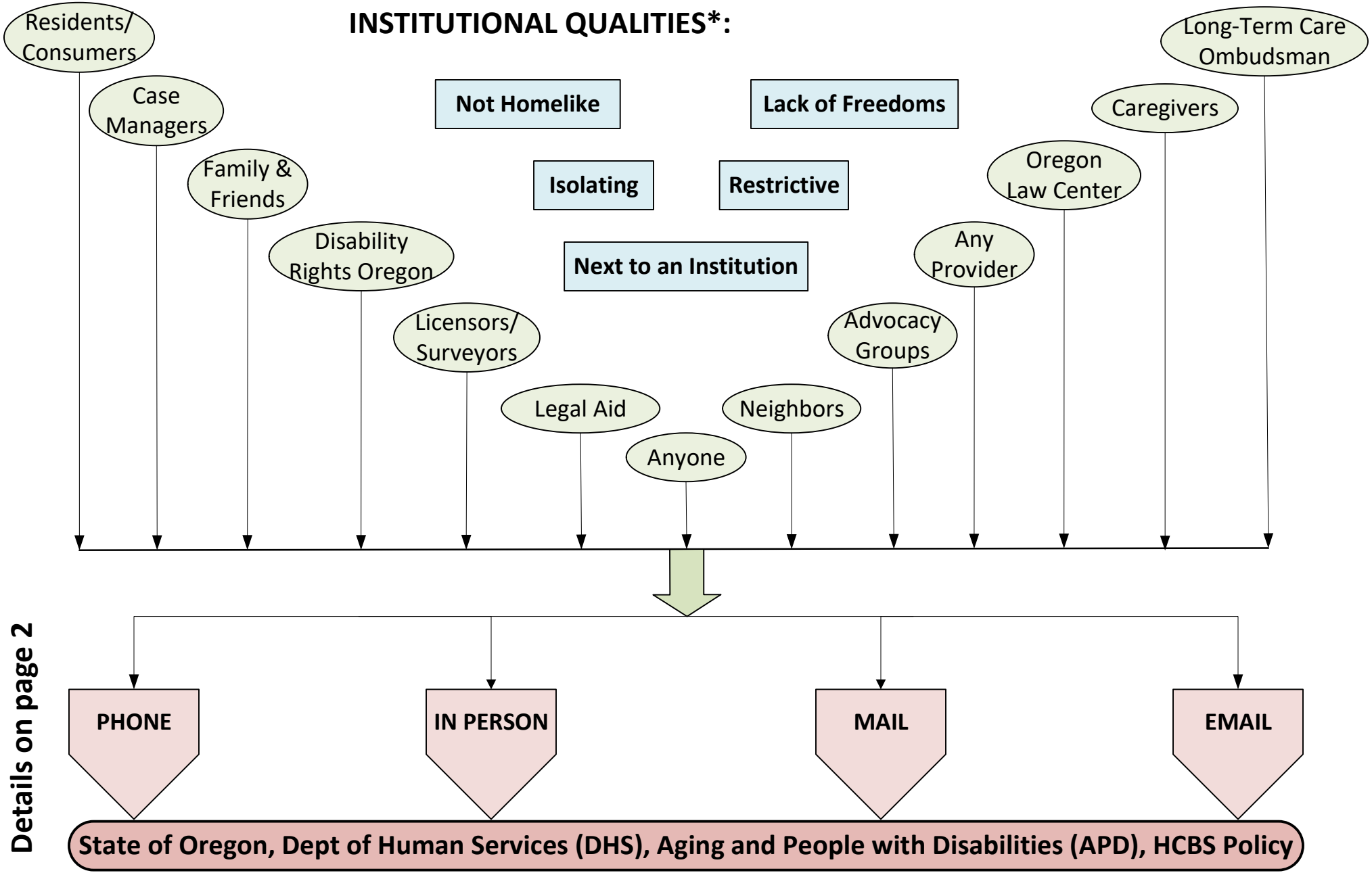


Anyone can report any Home and Community-Based Service (HCBS) related concern at any time, as illustrated here.

INSTITUTIONAL QUALITIES*:



Details on page 2

Use one of these methods to contact the State of Oregon, DHS, APD HCBS Policy group:

PHONE	Chris Angel at 971-332-0416; or call a local Licensor or Surveyor
IN PERSON	Any local Aging and People with Disabilities (APD) or Area Agency on Aging (AAA) office, or any Licensor/Surveyor
MAIL	DHS APD HCBS, 500 Summer St NE E10, Salem, OR 97301
EMAIL	General Concerns: HCBS.Oregon@odhsoha.oregon.gov Adult Foster Home-Related: APD.AFHTeam@odhsoha.oregon.gov Community-Based Care-Related: CBC.Team@odhsoha.oregon.gov

DEFINITIONS

Isolating: There is limited access to people or places in the broader community.

Lack of Freedom: Individual's preferences are not honored or considered. The setting may be overly controlling with rigid and inflexible rules.

Next to an Institution: Home/setting is attached or next to an institution, like a state hospital.

Not Homelike: Access to the kitchen, dining room, living/family room, bedroom, or bathroom, is limited or unavailable.

Individuals cannot easily talk with those outside the setting, or have visitors or food when they want. Ability to have privacy or private time when wanted may not be possible.

Restrictive: Residents cannot determine or control their own schedules. Rules or artificial barriers may limit choices.