



**Health Facility Licensing and Certification**

800 NE Oregon Street, Suite 465

Portland, Oregon 97232

971-673-0540

971-673-0556 (Fax)

To: Oregon In-home care agencies

From: Health Facility Licensing and Certification (HFLC)  
In-home care agency (IHC) program

RE: **In-Home Care Mandatory Abuse Reporting Guidelines**

**Purpose:**

The purpose of this memo is to address the mandatory abuse reporting guidelines for in-home care agencies.

**Applicable Rules:**

The Oregon Administrative Rules (OAR) 333-536-0005(1) & 333-536-0050(8)(j).

**IHC Mandatory Abuse Reporting Guidelines**

OAR 333-536-0005(1) defines “abuse” as including but not limited to:

- ❖ Physical injury
- ❖ Neglect or withholding of services
- ❖ Abandonment
- ❖ Willful infliction of physical pain or injury
- ❖ Verbal and Emotional (including derogatory or inappropriate names, phrases or profanity, ridicule, harassment, coercion, threats, cursing, intimidation or inappropriate sexual comments or conduct of such a nature as to threaten significant physical or emotional harm to a person)
- ❖ Financial exploitation (including taking or appropriating money or property)
- ❖ Sexual contact with a non-consenting person or with a person considered incapable of consenting.

## How to Report Abuse

OAR 333-536-0050(8)(j), requires in-home care agencies to immediately report any abuse of a child or elder person to the appropriate authorities. If you have cause to believe your client is being, or has been abused, you are required to report this information to the appropriate Department of Human Services (DHS) office immediately. See contact information listed below:

### Elder or Peoples with Physical Disabilities Abuse Reporting

You must immediately make an oral report, to your county DHS office of Aging and Peoples with Physical Disabilities (APD), local law enforcement agency or call 1-855-503-SAFE (7233).

### Child Abuse Reporting

You must immediately make an oral report, to your county DHS office of Children, Adults and Family Services (CAF), local law enforcement agency or call 1-855-503-SAFE (7233).

### Mentally or Developmentally Disabled Persons Abuse Reporting

You must immediately make an oral report, to your county DHS office of Addictions and Mental Health Division (AMH), local law enforcement agency, or call 1-855-503-SAFE (7233).

### Non-Long Term Health Care Facility Complaint Reporting

Health Facility Licensing and Certification (HFLC)

800 NE Oregon St. #465

Portland, OR 97232

Phone: (971) 673-0540

Fax: (971) 673-0556

Email: [mailbox.hclc@state.or.us](mailto:mailbox.hclc@state.or.us) Website: [www.healthoregon.org/hflc](http://www.healthoregon.org/hflc)

More information is available online at the following websites:

- ❖ [https://www.oregon.gov/dhs/abuse/pages/mandatory\\_report.aspx](https://www.oregon.gov/dhs/abuse/pages/mandatory_report.aspx)
- ❖ <http://www.oregon.gov/DHS/abuse/Pages/index.aspx>
- ❖ <https://apps.state.or.us/Forms/Served/de9373.pdf>

\*\*An Elder is defined as any person 65 years of age or older.

\*\*A Child is defined as an unmarried person who is under 18 years of age.

If you have any questions please email the IHC survey team at [mailbox.hclc@state.or.us](mailto:mailbox.hclc@state.or.us).