



Oregon

Board of Examiners of Nursing Home Administrators

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Frequently Asked Questions - Consumer

COMPLAINTS

I have a complaint about a nursing home administrator, how do I proceed?

Complaints relating to a nursing home administrator and involving the types of conduct in OAR 853-010-0075 should be reported to the Board. The Board reviews complaints to determine whether the complaint falls within the Board's jurisdiction. Detailed complaint information and the Board's Complaint Form may be accessed on the Board's Website under the "Consumer Help" link. Complaints involving nursing home administrators may be submitted to the board office via e-mail, fax or letter.

I have a complaint about a nursing home that does not involve the administrator, which agency do I contact?

Care related issues should be addressed to the Department of Human Services, Seniors and Peoples with Disabilities Division. Care-related complaints are investigated by the [DHS Protective Services offices](#), which are located in almost every town in Oregon. Contact SPDS at 1-800-282-8096 if you are calling from inside Oregon or 503-945-5853 if you are calling outside of Oregon.

I don't have a complaint about a care facility but I want to make sure that what I am being told by nursing facility staff is part of the rules that regulates the facility.

If you want to look up the rules, you can go to the [Oregon Secretary of State's Website](#) site, to find the rules you need, or you can contact one of the three main Client Care Monitoring Units:

- Salem (503) 373-0200
- Medford (541) 776-6086
- Tualatin (503) 691-6587

If you are experiencing an emergency, please call your local emergency phone number. In most communities, you should dial 911.

MISCELLANEOUS

What are the requirements to be the administrator of an Assisted Living Facility or Residential Care Facility?

At present, these positions do not require a license; however, the director of an ALF must attend a specified orientation course. Courses are conducted by various organizations including the Oregon Health Care Association, 503-694-6580 (www.ohca.com), and Oregon Association of Senior & Health Services, 503-684-3788 (www.oashs.org). For information

regarding RCF managers or further requirements for ALF managers, contact the Services to Seniors and People with Disabilities Section at 1-800-282-8096 (within Oregon) or 503-945-5853 (outside of Oregon).

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