



Tips for a Successful Inspection

- ✓ Keep up-to-date on Oregon regulatory requirements — request copies of the latest administrative rules or download them for free at www.oregon.gov/OHLA.
- ✓ Review OHLA “how-to” brochures for practitioners, which highlight requirements and are also available at www.oregon.gov/OHLA or upon request.
- ✓ Remember to renew your facility license or independent contractor registration. Expired authorizations top the list of most common violations.
- ✓ Be sure to have client records available.
- ✓ Know the difference between, and the need for, low- and high-level disinfectant.

Questions? Contact OHLA's Enforcement Section

Phone: 503-378-8667

E-mail: ohla.info@state.or.us

700 Summer Street NE, Suite 320
Salem, Oregon 97301-1287

Consumer's Bill of Rights

All consumers receiving services offered by professionals licensed, certified or registered by the Oregon Health Licensing Agency (OHLA) have a legal right to:

- ✦ Receive competent professional services
- ✦ Verify the names, titles and credentials of professionals providing services
- ✦ Receive clear explanations of the services offered and cost for the services
- ✦ Refuse any services offered
- ✦ Receive information on complaints that have resulted in final action
- ✦ File a complaint with OHLA regarding a practitioner, facility, or an unlicensed/uncertified person practicing
- ✦ Request reasonable accommodations to access professional services as outlined in the Americans with Disabilities Act
- ✦ Be treated with courtesy and respect
- ✦ Have service options and consequences explained



OREGON HEALTH
LICENSING AGENCY

Susan K. Wilson, Director

www.oregon.gov/OHLA

Publication OHLA-62 (4/2006)

OREGON
HEALTH
LICENSING
AGENCY



*Consumer protection
for health and related professions*



Facility
Inspections

What Licensees Should Know

Facility Inspections

What Licensees Should Know

Oregon Health Licensing Agency (OHLA) enforcement officers inspect thousands of body piercing, cosmetology, electrology and tattooing facilities annually.

We'd like our licensees and facility owners to know what to expect when an OHLA enforcement officer conducts an inspection of their facility.

OHLA Enforcement = Education

While OHLA enforcement officers are looking for violations of Oregon Revised Statutes (ORS) and Oregon Administrative Rules (OAR), they are also looking for opportunities to educate licensees about regulatory requirements.

Enforcement officers will often issue warnings initially if it appears the licensee or facility owner isn't willfully violating state standards meant to protect the safety and health of the public.

Inspection Certificates Return

Based on licensee feedback, OHLA has reinstated the paper inspection certificate.

Licensees should receive this printed record with the inspection date, the inspector, the outcome of the inspection and other helpful information after the inspection is completed.



OHLA's Inspection Standards

→ **Inspector Identification** — Upon entering a facility, OHLA enforcement officers always introduce themselves, providing a business card on the initial visit.

→ **By the Book** — Inspections are conducted in accordance with the *Administrative Law Manual* under the Administrative Procedures Act.

What this means is that all OHLA enforcement officers — actually all state employees engaged in the same or similar work — must conduct themselves within the legal framework outlined in state law.

→ **Best Judgment** — While OHLA has the authority to inspect all licensed facilities — including home businesses — enforcement officers strive to minimize disruption to your normal business day.

Inspections: What to Expect

The inspection process entails observing and checking all areas of the facility. This includes, but is not limited to:

- ✓ Where services are performed
- ✓ Where supplies and equipment used in services are stored
- ✓ Individual station drawers, cabinets or shelves where products, tools and articles are kept to provide services to clients
- ✓ Cases, pouches, packets, trays and other storage items used in storing or holding tools, articles or supplies used in providing services
- ✓ Areas frequented by or available to clients (for example, restrooms or reception areas)

If areas of the facility are identified as personal by the owner/operator, the inspector may request the owner/operator to open that area for viewing to determine compliance.

This may include the reception area where products or supplies used on clients are stored, or any other area of concern.

Independent Contractors Receive Facility Inspections

If you are an independent contractor who leases a station, you receive an individual inspection as if you were a facility. You also receive your own inspection certificate.