



OREGON
LONG-TERM CARE
OMBUDSMAN



Residential
Facilities
Ombudsman
Program



3855 Wolverine St NE
Building A, Suite 6
Salem, OR 97305

phone: 503.378.6303
toll free: 800.522.2602
fax: 503.373.0852
web: www.oltco.org

FACT SHEET

Coronavirus or COVID-19

Coronavirus Disease 2019 is a new disease that causes respiratory illness in people and can spread from person to person.

- Care providers are responsible under Oregon Administrative Rules to report any outbreak of disease to local public health authorities and to the Department of Human Services (DHS).
- DHS is the regulatory agency over licensed long-term care settings and residential facility settings and is working closely with the Oregon Health Authority's Public Health Division.
- OLTCO has been in close contact with DHS leadership throughout this event.
- We are advising agency staff, friends and family members to follow [public health](#) and [CDC guidance](#) and NOT visit loved ones or residents if you are sick or have traveled to impacted countries.
- The [most recent information from DHS](#) states that no visitors will be allowed, unless essential. Essential is defined in the guidance for friends and family as those needing to visit someone during end-of-life stages. Please read the DHS guidance thoroughly (link above).
- Certified Ombudsman Volunteers may not visit facilities in person at this time. Please continue to do Ombudsman work via phone.
- Please visit the Oregon Public Health website for additional information about coronavirus, how to keep yourself healthy and safe, as well as data about the virus: www.healthoregon.org/coronavirus
- You may also call 211 or the Aging and Disability Resource Connection (ADRC) at 855-673-2372 to seek additional information or assistance.
- This is an evolving situation and we will provide updates as we receive more information.