



Oregon

Tina Kotek, Governor

Oregon Department of Human Services

*Aging and People with Disabilities*

*Safety, Oversight and Quality*

PO Box 14530, Salem, OR 97309

Phone: (503) 373-2227

Fax (503) 378-8966

## **ODHS-24-044-CBC-NF - Provider Alert**

**Date:** July 25, 2024

**To:** All Nursing Facility Providers  
All Assisted Living Providers  
All Residential Care Providers

**From:** Oregon Department of Human Services (ODHS), Aging and People with Disabilities (APD), Safety, Oversight and Quality (SOQ)

**Subject:** Mandatory Training, Providing Inclusive Care Training for Oregon Long-Term Care Settings

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In the 2023 legislative session, Senate Bill 99 was passed, creating a bill of rights for long-term care residents in Oregon who identify as LGBTQIA2S+ or live with HIV. All residents deserve dignified, respectful, and discrimination-free care.

Oregon Department of Human Services, Safety, Oversight, and Quality have developed training to meet Senate Bill 99 requirements. Training is mandatory for all Oregon long-term care setting administrators, staff and contractors providing care in Oregon licensed long-term care settings.

**All staff of APD licensed long-term care settings are required to take the training by December 31, 2024.** Training certificates are valid for 24 months from the date of completion; additional training is required every two years. A certificate of training completion is transferrable between care settings. **New staff with a start date of January 1, 2025, or later, must complete training before providing care.**

*"Assisting People to Become Independent, Healthy and Safe"*

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**Training is available online on August 1, 2024** through Oregon Care Oregon Care Partners (OCP), learn more at: <https://oregoncarepartners.com/app/#/class-details/3726>. The August 1, 2024, training will be available in English with a Spanish translation training available on November 1, 2024. There is no cost for the training, register here now: [OCP Class Details](#).

Please review the attached SOQ Providing Inclusive Care Online Training Frequently Asked Questions (FAQs) for details about the OCP training and training record requirements.

If you have questions, please email your licensing team at:

[NF.licensing@odhsoha.oregon.gov](mailto:NF.licensing@odhsoha.oregon.gov)  
[CBC.Team@odhsoha.oregon.gov](mailto:CBC.Team@odhsoha.oregon.gov)

Visit the [Safety, Oversight and Quality website](#) for program information.

# Providing Inclusive Care: Training for Long-Term Care Facility Staff

## Frequently Asked Questions

In the 2023 legislative session, Senate Bill 99 was passed, creating a bill of rights for long-term care residents in Oregon who identify as LGBTQIA2S+ or live with HIV. These residents deserve dignified, respectful, and discrimination-free care.

Oregon Department of Human Services, Safety, Oversight, and Quality have developed training to meet Senate Bill 99 requirements. Training is mandatory for all Oregon long-term care setting owners, staff, and contractors providing care in Oregon licensed long-term care settings.

All staff of APD licensed long-term care settings are required to take the training by December 31, 2024. Training certificates are valid for 24 months from the date of completion; additional training is required every two years. A certificate of training completion is transferrable between care settings. New staff with a start date of January 1, 2025, or later, must complete training before providing care.

### Answers to Frequently Asked Questions About the Mandatory Training

**When is the training available?** Training is available online on August 1, 2024. The August 1, 2024, training will be available in English with a Spanish translation training available on November 1, 2024.

**Where can I get training?** APD worked with Oregon Care Partners (OCP) to develop an online training, which is the most accessible, and convenient option.

**Where can I find more information about the OCP training.** Details about the no cost training Oregon Care Partners training are available at: <https://oregoncarepartners.com/app#/class-details/3726>.

**Where can I register for the Oregon Care Partners training?** Register for the training at: [OCP Class Details](#).

**Who is required to take the training?** All facility administrators and staff working in long-term care facilities, including kitchen, housekeeping, and direct care providers, as well as contractors working in these settings.

**Why is this training necessary?** To ensure that all staff are equipped to provide safe, respectful, and inclusive care for LGBTQIA2S+ residents and those living with HIV, as mandated by Senate Bill 99. This training promotes a welcoming environment where all residents can feel valued and respected, free from discrimination.

**Is training mandatory?** Yes, all long-term care facility staff, including owners, administrators, and direct care providers, are required to complete this training.

**Who is required to take the training?** All staff members at long-term care facilities, including kitchen, housekeeping, and direct care providers, as well as contractors working in these settings.

**What is the deadline for completing this mandatory training?** All staff must complete training by December 31, 2024.

**How long is the training?** The training approximately 1.5 hours in length.

**Will CEUs or training hours be offered?** Yes, continuing education units (CEUs) or training hours will be provided upon completion of the training. Training certificates are valid for 24 months and transferrable between facilities.

**How do I access the online training?** You will need to create an account on the OCP website with your name, email address, and care setting information. By taking the training individually, you will retain your transferrable training records. Link: <https://oregoncarepartners.com/app/#/class-details/3726>

**Are group training sessions possible?** Yes, group training sessions are allowed. While the OCP training was created to be taken individually, providers may opt to hold a group training (e.g., as an all-staff meeting). When possible, the Administrator or owner should be the one who creates the OCP account, allowing staff to watch the training as a group.

**If staff attend a group training, will they be able to get a certificate of completion from OCP?** No. The OCP system is designed for individual trainees to create their own account and complete the training online to obtain a certificate of completion. If an individual wants a certificate of completion, they must create their own account and take the training **online**.

**May staff from multiple locations attend the same group training?**

Yes. Providers with multiple locations may have their staff attend an in-person group training or a virtual group training. **Note:** To receive credit for taking the training, participants must complete the entire training.

**What are the requirements for group trainings?** For in-person group training, a sign-in sheet with the names, titles, and signatures of attendees is required. For virtual group training, an attendance report must be kept.

**Do providers need to keep training records?** Yes. Providers must retain all training records and be prepared to provide proof of completion to relevant department staff upon request.

**Topics Covered in the Training**

- Understanding terminology
- LGBTQIA2S+ History in the US and Oregon
- Best Practices for Communicating with LGBTQIA2S+ Residents and Residents Living with HIV
- Understanding Health and Social Challenges
- Creating a Safe and Affirming Environment

This training is designed to foster empathy, understanding, and cultural competence among long-term care facility staff to ensure that all residents receive respectful and inclusive care. By following these guidelines, long-term care facility staff can ensure they are providing the highest standard of care to all residents while respecting their diverse identities and needs.

For further information or assistance, please contact your licensing team:

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