

Ensuring the Rights of LGBTQIA2S+ Adults and People Living with HIV in Long-Term Care

Everyone deserves to age with dignity, safety, and access to necessary services.

State law now specifies protections of these rights for LGBTQIA2S+ adults and people living with HIV in long-term care facilities.

Inclusive care training

All care facility staff must complete the training called “Providing Inclusive Care” to support a welcoming and respectful environment for LGBTQIA2S+ residents and those living with HIV.

Reporting violations

Residents, caregivers, and mandatory reporters should understand and report rights violations. Facilities violating these protections may face penalties.

Oregon's new protections

As of January 2024, Oregon law (Senate Bill 99) mandates fair treatment and protection of privacy for LGBTQIA2S+ residents and those living with HIV in long-term care facilities. The law ensures:

- **Nondiscrimination:** Facilities cannot refuse service or provide unequal care.
- **Privacy:** Information about an individual’s sexual orientation, gender identity, and HIV status cannot be shared by staff. It must remain confidential.
- **Resident Rights:** Residents can pick roommates, use preferred names/ pronouns, wear the clothing they choose to affirm their gender, and access medical care they require, including services related to their gender.



OREGON DEPARTMENT OF
Human Services

To report abuse or discrimination

If in immediate danger:

Call **911**

For abuse in long-term care:

Call **855-503-SAFE (7233)**

Licensed long-term care providers are required to have proper staffing, follow safe medication practices, follow guidelines for cleanliness and quality of care, and respect residents' rights to dignity and respect. If you think a facility isn't following requirements, report it to the appropriate regulatory team.

- **Adult foster homes** 866-449-1250 | APD.AFHteam@odhs.oregon.gov
- **Residential/assisted living** 844-503-4773 | licensing.complaint@odhs.oregon.gov
- **Nursing facilities** 877-280-4555 | NF.licensing@odhs.oregon.gov

Privacy protections

Your identity remains confidential unless legally required. You may report anonymously.

What happens after reporting?

Local Aging and People with Disabilities offices, which include county offices that provide ODHS services:

- Determine if the report meets investigation criteria.
- Investigate possible abuse and determine a finding of abuse if it occurred.
- Offer protective services.
- Determine if abuse or neglect occurred.
- Work with law enforcement if a crime may have occurred.

Additional Support: You can get this document in other languages, large print, braille or any format you prefer. Contact Aging and People with Disabilities at 503-945-5811 or 1-800-282-8096 or email CentralAPS@odhs.oregon.gov. We accept all relay calls, or you can dial 711.

Adult Protective Services are available regardless of income, religion, gender identity, sexual orientation, race, national origin, heritage, immigration or any other status. APS responds to all reports made to local offices about eligible adults who may be experiencing abuse, self-neglect or other safety concerns in Oregon.