

Adult Care Home Program Providers' Bill of Rights

The purpose of this Provider Bill of Rights is to identify the specific rights of adult care home providers, recognizing that they are small business owners with the right to make autonomous business decisions and that the ACHP regulates these homes through a standard of practices that are designed to support the health, safety and welfare of residents.

All Multnomah County Adult Care Home Providers have the right to:

1. Be treated with respect and dignity in a professional manner by the ACHP, as outlined in the ACHP Code of Conduct.
2. Be appreciated for their diverse talents, experiences and skills.
3. Be free of discrimination in regard to race, color, nationality, gender, gender identification, sexual orientation, disability or religion.
4. Be free to make suggestions and complaints about the ACHP without retaliation. Complaints or suggestions can be reported to the ACHP Program Manager and will receive a response within 3 business days. Anonymous complaints or suggestions can be reported to the [ADVSD Helpline](https://multco.us/ads/webform/questions-comments-complaints) at 503-988-1250 or multco.us/ads/webform/questions-comments-complaints.
5. Prohibit from the home anyone who poses an imminent danger to the safety of the provider or other occupants, or who commits criminal acts in the home.
6. Issue a 30-day involuntary move notice to residents whose circumstances meet the requirements in Multnomah County Administrative Rules.
7. Have access to and be informed about the rules that govern adult care home licensing.
8. Receive training and support on licensing expectations, including ongoing assistance as well as initial orientation and first year training curriculum.

9. Be given written notice including the rule citation whenever a correction has been cited.
10. Receive information about changes that affect providers responsibilities and licensing expectations, such rules, policy and procedure changes.
11. Request an exception to all rules except those as outlined in MCAR 023-041-160 and receive a written response from ACHP within 30 calendar days of submitting a written request for exception.
12. Have their personal information be protected and only used for licensing reasons. Personal information shall include financial, protected health, and criminal record information.
13. Have an administrative conference with an ACHP Manager on licensing issues, concerns or complaints.
14. Have an independent hearing on any sanction, denial, revocation or nonrenewal.
15. Be advised of any complaint investigation, provide information to the investigator about the complaint, and request a written copy of the final report.