Organizational Placement:
Schedule #: 2006-0009
Agency: Office of the Long Term Care Ombudsman

Program Description:
The mission of the Office of the Long Term Care Ombudsman is to enhance the quality of life, improve the level of care, protect individual rights and promote the dignity of each Oregon resident of a nursing facility, adult foster care home, residential care facility or assisted living facility. The Office investigates and resolves complaints made by or on behalf of long term care facility residents. The agency is the primary respondent and central clearinghouse for non-abuse long term care complaints and provides appropriate referral services. The Office is the only entity involved in the long term care system that has no financial conflict of interest with the long term care resident. It provides a check and balance to government involvement with residents and is the primary force opening Oregon’s long term care facilities to continuous scrutiny and community dialogue. The Long Term Care Advisory Committee monitors the agency and advises the Governor and Legislative Assembly.

Program Records:
001 Annual Performance Measures (formally Annual/Biennial Reports), 1981-[ongoing], 1 c.f.
   Retain permanently, transfer to State Archives after 5 years
   (a) Final reports: Retain permanently, transfer to State Archives after 5 years
   (b) Preparation material: Retain 3 years after final report submitted, destroy
003 Long Term Care Ombudsmen Advisory Committee Minutes, 1981-[ongoing], 1 c.f.
   Retain permanently, transfer to State Archives after 10 years
004 Case Files
   Destroy when case closed, or when no longer needed
005 Complaints Against Ombudsman Files
   Destroy when case closed, or when no longer needed
006 Consumer Information
   Retain master copy 7 years after discontinued, destroy
007 General Reports and Statistics
   Retain 5 years, destroy
008 Ombudsman Complaint and Activity Reports
   Retain 5 years after resolved, destroy
009 Ombudsman Training Materials
   Retain 2 years after superseded, destroy
010 Volunteer Personnel Files
   Retain 5 years after volunteer leaves program, destroy

State Agency General Records Retention Schedule Records:
Includes but is not limited to
Administrative Records - OAR 166-300-0015
Administrative Rule Preparation Records
Agency Organizational Records
Business Plan Records
Calendar and Scheduling Records
Conference, Seminar, and Training Program Records
Contracts and Agreements
Correspondence
Mailing Lists
Policy and Procedure Guidelines and Manuals
Policy Development and Planning Records
Postal Records
Staff Meeting Records
**Financial Records – OAR 166-300-0025**
Budget Preparation Records
**Personnel Records – OAR 166-300-0040**
Employee Personnel Records
Employee Training Records
Position Description and Reclassification Records
Recruitment and Selection Records

**Databases:**
Applications
Complaints Against Ombudsman
OmBud
Resignation
Volunteer