



Chair Gelser, Vice Chair Robinson, and members of the committee. For the record my name is Kevin Call, and I am the Regional Manager for Family Resource Home Care, we are the largest provider of In Home Care in the state of Oregon. We serve over 450 seniors, employ over 350 caregivers and have 10 offices throughout the great state of Oregon.

I have worked in the home care sector since 2006 and am passionate about ensuring Oregonians have access to quality care that allows them to stay in their homes for as long as possible.

I am wanting to express significant concerns with the current version of Senate Bill 1556, most notably the need for a new caregiver registry. As drafted, the bill would be a significant new burden on providers with little new benefit to consumers, caregivers, or the sector at large.

Information related to caregiver's training and appropriate background checks is already available either through the state's survey information or they can contact their in-home care agency and ask for it directly. I cannot understand the added value to creating a new registry, especially when the burden of entering information and keeping the database up to date lies solely on the employer and the bill even allows ODHS to levy a fee on us to fund the initiative. Our profit margins are already so thin, this would be an additional cost that has the potential of putting some providers out of business during a time when we need more providers for our seniors not less.

We are struggling. The pandemic has changed everything, and we are barely getting by right now. It is not the right time to establish additional burdens without a clear impact on how it would improve quality of care, training standards, or consumer access or affordability.

I echo the concerns of other testimony you've heard around protection of caregiver's personally identifiable information. The bill includes specific data points that would need to be listed in the registry, but it also allows the state to include any other information it deems necessary through rule. This is too big a loophole and I fear we would lose caregivers who did not get into this work to have their information publicly available on a government website. We are already having a hard enough time recruiting caregivers, this bill will make that process even more burdensome.

Lastly, I want to address training of caregivers, which we take incredibly seriously. Oregon has very clear and stringent requirements related to standards for training of caregivers. In-home care agencies are required to ensure we have qualified and trained employees sufficient in number to meet the needs of all our clients.

This includes a minimum of four hours of an agency-specific orientation that addresses subject areas including clients' rights, infection control, medical and non-medical emergency response, client care practices, medication administration, and more.

Additionally, in-home care agency caregivers must receive a minimum of eight hours of initial caregiver training, two hours of which must be before the caregiver begins providing care to a client. The training also must include a culturally competency component. And finally, caregivers are required to receive a minimum of six hours of education annually of continuing education related to their duties. These requirements are already in place and there is no need for additional training or reporting requirements.

Thank you for your time today.

Kevin Call
Regional Manager
Family Resource Home Care