

Oregon Department of Consumer and Business Services

Mission

To protect and serve Oregon's consumers and workers while supporting a positive business climate

Vision

Oregonians are healthy, safe, and prosperous

Values

- Respect
- Service
- Integrity
- Excellence

Regulatory philosophy

DCBS, as the state's largest business regulatory and consumer protection agency, strives for a balanced approach that protects Oregon consumers and workers while considering the effect our regulations have on the economy, businesses, and individuals we regulate. Our goal is to promote and maintain a competitive and thriving marketplace, and safe work environment through:

- Engagement with stakeholders in policy development and rulemaking
- Outreach and education
- Effective compliance and enforcement
- Responsive approaches and innovative solutions to emerging issues

What We Do

The Oregon Consumer Protection Program:

- Protects access to fair insurance and financial products
- Provides education, regulation, and consumer assistance
- Assists with enrollment in health insurance plans that best fit health and financial needs

The Oregon Building Safety Program:

- Adopts and enforces safety construction standards
- Licenses highly qualified trades workers
- Establishes a predictable business environment and ensures equal building safety protection to all citizens

The Oregon Worker Protection System:

- Helps prevent worker injury, illness, and death
- Ensures employers provide workers' compensation coverage for employees
- Workers receive timely and accurate benefits
- Provides timely and impartial resolution of legal disputes
- Facilitates injured workers' early return to work through incentive programs to employers

How We Do It

Developing DCBS Team

- Empowers a responsive, nimble, and effective department to achieve our mission
- Promotes workplace culture that supports staff to succeed
- Reinforces our plan of knowledge transfer in agency succession planning

Expanding Partnerships

- Increases awareness and use of agencywide services
- Leverages outreach and education resources
- Includes stakeholder voices in policy development and rulemaking

Providing Support

- Information technology
- Financial management
- Research
- Human resources
- Communications



DCBS Divisions and Programs

Building Codes Division

The building safety program adopts construction codes for 13 specialty areas, licenses trade workers and businesses, and oversees a statewide inspection system. Cities and counties administer a single code throughout Oregon, ensuring minimum standards and consistency.

Contact

oregon.gov/bcd

503-378-4133

800-442-7457 (toll-free)

Division of Financial Regulation

The Division of Financial Regulation protects consumers and regulates insurance, depository institutions, trust companies, securities, and consumer financial products and services.

Contact

dfr.oregon.gov

503-378-4140

866-814-9710 (toll-free)

Ombudsmen offices for workers' compensation

The DCBS ombudsman offices serve as independent advocates for injured workers and small businesses.

Contact

oregon.gov/dcbs

Ombudsman for Injured Workers:

503-378-3351

800-927-1271 (toll-free)

Small Business Ombudsman:

971-673-2895

Oregon Health Insurance Marketplace

The Oregon Health Insurance Marketplace oversees the health insurance products sold to Oregonians through HealthCare.gov. The division provides free, local enrollment help and raises awareness about health insurance options. It also works with stakeholders to get more people enrolled.

Contact

oregonhealthcare.gov

855-268-3767 (toll-free)

Oregon OSHA

Oregon OSHA advances and improves workplace safety and health for all workers in Oregon. The division is committed to working with labor, business, and other government agencies to achieve that goal.

Contact

osha.oregon.gov

503-947-7426

800-922-2689 (toll-free)

Senior Health Insurance Benefits Assistance (SHIBA)

The Senior Health Insurance Benefits Assistance program uses trained volunteers to educate and advocate for Oregonians with Medicare.

Contact

oregonhealthcare.gov

800-722-4134 (toll-free)

Workers' Compensation Board

The Workers' Compensation Board provides timely and impartial resolution of disputes arising under Oregon workers' compensation law and the Oregon Safe Employment Act. Administrative law judges (ALJs) conduct hearings and mediations. Board members conduct appellate review of ALJ orders.

Contact

oregon.gov/wcb

503-378-3308

877-311-8061 (toll-free)

Workers' Compensation Division

The Workers' Compensation Division administers and regulates laws and rules that affect participants in the Oregon workers' compensation system, including workers, employers, insurers, claims examiners, attorneys, medical providers, and others.

Contact

wcd.oregon.gov

503-947-7585

800-452-0288 (toll-free)