

# Consumer Statement Template

## The Arbor at Bend

### **1. Summary of the care and services we provide.**

**Mill View Memory Care** provides all state required services, including general assistance with activities of daily living, food service, which includes modified special diets per our Disclosure Statement, medication assistance, housekeeping services and social and recreational activities. We also arrange for transportation services.

### **2. Summary explanation of the types of care and services we do not provide.**

**Mill View Memory Care** does not provide the following services on a routine basis: Medically complex diets beyond the required modified special diets, hands on RN care not provided by the Home Health or Hospice Nurse, specific dialysis services, complex behavior management that poses a threat to health and/or safety, Injections, IVs, feeding tube, or ostomy care, complex wound care, smoking, pets or other items noted in our Uniform Disclosure.

### **3. If your needs exceed the care and services we provide, we may ask you to move out.**

When your needs exceed the care and services we provide, we will meet with you to discuss the circumstances, attempting to determine the most appropriate care plan and setting to meet your care and service needs. If we cannot properly care for you at our community due to your increased needs, we may ask you to move to a more appropriate setting. If an agreement is not reached and attempts to resolve the issue are not successful, we may give you an involuntary move-out notice.

### **4. If you leave our community to receive acute medical, psychiatric, nursing facility or other care, we will conduct an evaluation before you can return to our community.**

Before you can return to our community, a qualified staff person will re-evaluate your condition and determine if our community can continue to meet your needs. If we determine we can no longer meet your needs, we will issue you an involuntary move out notice and you will not be permitted to return to our community. We will notify you of this determination as soon as possible and before you leave the acute care or other setting.

### **5. You have the right to ask for an administrative hearing if you disagree with our decision to issue you an involuntary move out notice.**

The requirements for requesting a hearing can be found on the Administrative Hearing Request form MSC 0443. You also may contact the Oregon Long Term Care Ombudsman for assistance in requesting a hearing. The phone number for that office is: 800-522-2602 or 503-378-6533.

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**6. This is how we arrange for or coordinate hospice care:**

Mill View Memory Care will work with hospice providers you chose- a list is available with our Executive Director should you need support in identifying local options.

**Additional comments:**

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Signature of resident or legal representative

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Date