



Ashley Manor Arrowhead

3853 Arrowhead Dr.

Medford, OR 97504

Consumer Statement

1. Summary of the care and services Ashley Manor provides.

Ashley Manor provides all state required services, including general assistance with activities of daily living, food service, which includes modified special diets as necessary, medication assistance, housekeeping services, and social and recreational activities. Ashley Manor also coordinates transportation for medical appointments and for social purposes.

2. Summary explanation of the types of care and services Ashley Manor does not provide.

Ashley Manor does not provide the following services on a routine basis: Transfers that require the assistance of 2 or more staff, one to one care, services requiring Hoyer/mechanical lifts, medically complex diets beyond the required modified special diets, (i.e. ADA calorie counted, specific sodium content, renal, carbohydrate counting diet, counting fluid restriction), feeding tubes, wound vacs, sliding scale insulin administration, and skilled wound care.

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 Ashley Manor can 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 the community to receive acute medical, psychiatric, nursing facility or other care, we will conduct an evaluation before you can return to the community.

Before you can return to the community, a qualified staff person will re-evaluate your condition and determine if our community can continue to meet your needs. If we determine that Ashley Manor can no longer meet your needs, we will issue you an involuntary move out notice, and you will not be permitted to return to the 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.

6. This is how Ashley Manor arranges for or coordinates hospice care: Ashley Manor will work with hospice providers to coordinate hospice care if you or your representative request it.

Additional comments:

Signature of resident or legal representative

Date