

# **Consumer Summary Statement**

Avamere at Hillsboro

Memory Care Community/Residential Care Facility

## **Summary of the care and services we provide:**

Avamere at Hillsboro provides all state required services, including general assistance with activities of daily living including but not limited to, assistance with personal hygiene, dressing and undressing, assistance with grooming, food service, housekeeping services, mobility assistance including transfer assistance that require assistance of two or more staff, medication assistance, assistance and supervision with eating, cuing and redirecting for cognitively impaired residents, toileting and bowel and bladder management, laundry assistance, and social and recreational activities. We also provide and/or coordinate transportation and the following additional medically related services:

- Insulin Management,
- Intermuscular Injections,
- Basic catheter care,
- Ostomy care,
- Two person transfers,
- Mechanical lifts including Hoyer Lift and Sit-to-stand

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

Avamere at Hillsboro does not provide the following services on a routine basis:

- medically complex diets beyond the required modified special diets (including no added salt, reduced or no added sugar, Gluten Free, and simple textural modifications),
- staff supervision during outside medical appointments,
- continual interventions, supervision, and staff support for residents who exhibit physical and/or intrusive behaviors.
- uncontrolled mental health diagnoses,
- aggressive behaviors including and not limited to yelling insults or swearing at staff, being physical with staff including hitting or placing hands on staff or residents in a violent fashion,
- Foley catheter

**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 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 issues are not successful, we may give you an involuntary move out notice.

**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.

**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 may also contact the Oregon Long Term Care Ombudsman for assistance in requesting hearing. The phone number for that office is: 800-522-2602 or 503-378-6533. Information about these rights and who to contact will be included on the move-out notification.

**This is how we arrange for or coordinate hospice and/ or home health care:**

Avamere at Hillsboro will work with hospice and/or home health providers to arrange or coordinate care if you or your representative request it.

**Additional Comments:**

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Signature of resident or legal representative

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Date