

Consumer Statement

Brookside Memory Care

1. Summary of the care and services we provide.

Brookside Memory Care provides general assistance with routine activities of daily living, including person-centered care. All-inclusive services we provide are housekeeping, laundry, and linens. As outlined in the Uniform Disclosure Statement. We supply three dietitian-approved nutritious meals, including fresh fruits and vegetables along with snacks throughout the day. In addition, we can provide modified special diets following orders from licensed health professionals. As outlined in the Uniform Disclosure Statement. All residents receive medication assistance per care planned needs. Housekeeping service and coordinated structured activities. Brookside's services also include oversight of the resident's health status, coordination with health services and outside providers such as hospice, home health, therapies, physicians, and pharmacists for resident support.

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

Brookside Memory Care

does not provide the following services on a routine basis:

One and one care, medically complex diets such as renal, cardiac, carbohydrate, controlled, gluten-free, limited to portion control, consumption tracking, calorie count, therapeutic nutrient or mineral-based diets, no salt added, no added sugar, fluid restrictions or other diets requiring medical-dietary or licensed nursing interventions beyond the required texture/modified special diets. We are unable to provide service to residents who would require in-house or Peritoneal Dialysis, Enteral feeding Ostomy care, Intermittent catheterizations, management of catheter flushes or other Sterile Procedures will not be allowed. Measurement of urinary output or documentation of bowel patterns, Routine administration of injections other than insulin, Care for those aggressively wandering/exit seeking, care for medical or nursing condition that is complex, unstable, or unpredictable and exceeds the level of health service / personal care service our community provides, care for a resident who requires nursing tasks which can't be delegated or require a nurse to assess before and/or after the treatment, care for residents who are bed-bound upon move-in, or unable to evacuate per fire & life safety requirements. Two-person transfer upon move-in or after leave of absence in or after leave of absence in regard to specialized care. Residents with care needs that require direct 1 on 1 oversight or assistance related to behaviors, extensive care needs, or if they have behaviors that cause ongoing interference with other Resident's care or are causing a threat to self or others such as attempts or threats to harm self or other, aggressive physical, verbal or sexual behaviors, or any behaviors that interfere with the care or Rights of other Residents that are unable to be managed without extensive physician intervention, licensed nurse oversight and increased monitoring to the point of 1 to 1 care which exceeds the level of care provided at this community. Exhibiting behavior that repeatedly and substantially interferes with rights, health, the safety of the resident or others, or who engages in illegal drug use or commits a criminal act that causes potential harm to resident/others. 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, kicking, punching biting, or placing hands on staff or residents in a violent fashion. We are unable to provide skilled wound care include care for wounds that require sterile wound dressings, or wound vacs. Medication regimens that consist of medications that are deemed outside the scope of delegation by the Oregon Board of Nursing or by the Registered Nurse would not be provided by the on- site medication technicians these will include but not limited to: intramuscular injections,

continuous or intermittent intravenous therapy, sliding-scale insulin, and insulin to a resident that is not stable and predictable. We are unable to provide staff supervision during an outside medical appointment.

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

If your care needs exceed the services which we can provide. We will reach out to discuss the circumstances attempting to determine the most appropriate service plan and setting to meet your care and service plan needs. If we can not provide care for you in our community due to your increased need. We may ask you to move to a more appropriate care setting. This could be a smaller foster care home or a higher level of care setting like an intermediate care facility or skilled nursing setting. As an example, if an agreement is not reached and an attempt to resolve the issues is not resolved we may issue you an involuntary move-out notice.

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

Before returning to the community after a leave of absence regarding specialized care Brookside will have a qualified team member re-evaluate the resident's condition to determine if our community is still able to continue to meet your need and if we are able to provide proper care. We will communicate this as soon as possible before you leave the acute care or other setting and may issue you an involuntary move-out notice and you will not be permitted to return to our community.

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 we arrange for or coordinate hospice care:

Brookside Memory Care will assist the resident, POA, or family. Due to resident decline or care needs will work with the Hospice provider to both arrange and coordinate. Hospice care if you or your representative request it. We may also recognize the need and suggest it. While we agree to arrange and/or coordinate the choice of the agency is untimely up to you or your representative.

Additional comments: