

# Consumer Statement Template

## Residential Care Facility

The following template is available to customize for individual community use.

Cascades of Bend Retirement Community

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

Cascades of Bend Retirement Community 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. We also coordinate transportation and the following additional medically related services:

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

Cascades of Bend Retirement Community does not provide the following services on a routine basis: The community does not delegate or assist with sliding scale insulin. The community does not provide blood sugar checks or insulin injections more than 4x daily. The community does not provide assistance with complex wound care such as wound vacs, infected wounds, suture or staple removal, pressure sores greater than stage 2, or multiple stage two wounds. The community does not administer any medication via injection other than insulin such as anticoagulants, B-12, hormonal therapy, anti-inflammatory, pain medication, vaccines or immunizations. During the time of COVID-19 the community does not provide assistance with nebulizers, CPAPs, BIPAPs or High Flow Oxygen for anyone suspected of having COVID or for PUI (Persons Under Investigation) The community does not provide assistance with IV maintenance or IV medications. Staff do not provide assistance with the following tasks or treatments: pessaries, penile implants, peritoneal dialysis, nephrostomies, urostomies, drainage tubes, ear lavage, fecal impaction removal, tracheotomy care. The Community does not provide ongoing assistance for 2 person transfers or mechanical lifts. The community does not provide assistance with transportation outside of the scheduled transportation of 2 days a week on an ongoing basis. The community does not provide assistance with uncontrolled behaviors including but not limited to (sexual aggressiveness, physical aggressiveness, ongoing verbal aggressiveness, or elopement). We cannot accommodate the following diets: Renal diets, sodium restricted diets, gluten free diets, and any others that are not listed above. We do not provide assistance with enteral and parental nutrition. We do not provide one on one feeding assistance. Eating assistance is limited to supervision of eating, cuing, and use of special utensils in a designated area. Thickened liquids such as: nectar thick, honey thick, etc. must be provided to the community pre-mixed. We do not provide swallowing supervision. Describe any health, nursing, behavior or care service you want a prospective resident to know the community is unable to provide (*e.g., medically complex diets beyond the required modified special diets, two-person transfers, specific dialysis services, etc.*)

**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:**

[Cascades of Bend Retirement Community] will work with hospice providers to coordinate hospice care if you or your representative request it.

**Additional comments:**

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Signature of resident or legal representative

Date