

Consumer Statement Template

Residential Care Facility

Heartwood Place Memory Care

1. Summary of the care and services we provide.

Heartwood Place Memory Care 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: Coordination with Home Health for intermittent or temporary nursing services. Coordination with Physical therapy providers, physicians and pharmacists. We do not have 24 hour nursing care available.

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

Heartwood Place Memory Care does not provide the following services on a routine basis: Heartwood is a NON SMOKING Community.

Heartwood provides two person transfers either routine or intermittent but the resident must be able to assist in the transfer by bearing weight (pivot transfer) or to get up when they may have fallen with only the assistance of two persons. Residents who cannot bear weight for transfer or require more than two persons to get them up after a fall are beyond our level of care. Residents can not be dependent on electric w/c or electric carts for mobility in either the RCF or Memory Care sections of the community.

Heartwood is not able to manage persistent or frequent intermittent physical behaviors that may cause harm to other residents or staff. We are not a behavioral health community for treatment of psychiatric disorders. We do provide monitoring of behaviors and interventions for some behaviors, e.g., simple interventions and redirecting residents, but not all.

Residents at Heartwood may use a pharmacy other than the one that is used as our Community Pharmacy but the medications from that pharmacy must come in bubble pack packaging like our current system does. There will be an additional monthly charge for interfacing with a non-community pharmacy.

We do have a Medicaid contract at Heartwood Place Memory Care. If you are Medicaid you will still have a private pay portion of your monthly charges that you will have to pay to the community each month. This amount is determined by the Medicaid Caseworker based on your individual finances.

Heartwood will provide care and assistance for residents that have need ostomy care that can be managed with minimal assistance from staff. We do not accept residents that have suprapubic indwelling catheters. Heartwood cannot accept residents that require lifts (hoyer, sit to stand) when they are unable to rise from the floor or from a seated to standing position. Resident rooms are not large enough to accommodate lifts, particularly in the bathrooms. We do not provide ADA diabetic or other medically complex diets, e.g. low sodium, fat free, renal, celiac, gluten free, low protein, sugar free yeast and dairy free or kosher diets. We also do not provide meal choices requiring nut restrictions.

We do not provide 24 hour hands on nursing care. A licensed nurse works at Heartwood and provides assessments, coordination of care and oversight of health care needs. We coordinate care with health care providers in the community such as Home Health, Hospice, PT OT & with each resident's personal physician. 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:

[Heartwood Place Memory Care] will work with hospice providers to coordinate hospice care if you or your representative request it.

Additional comments: We do not provide care staff escorts for medical appointments on a routine basis. An escort can be provided if a fee is charged and staff are available and scheduled in advance. Heartwood Place Memory Care does not work with ALL Hospice providers so please coordinate with our management team prior to considering hospice care and inquire about those we work with.

Signature of resident or legal representative

Date