

**Consumer Statement**  
**Residential Care Facility**  
**Kingston Oak Grove**

**1. Summary of the care and Services we provide:**

Kingston Oak Grove provides all state required services, including general assistance with activities of daily living, food service, which includes modified diets as necessary medication assistance, housekeeping services, social and recreational activities. We also coordinate transportation, but we only provide the following medically related services. Transportation is scheduled by families unless there is an emergency requiring 911 to be called. Community will notify family of physician appointments for transportation. Kingston Oak Grove will assist with transportation from a local transportation company, when needed. Kingston Oak Grove does not pay for local transportation, nor bill for transportation. Fees for transportation are the facility responsibility and Private pay will be notified through the community if they need assistance in setting up transportation.: **See section below on Transportation:**

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

Kingston Oak Grove does not provide the following services on a routine basis: two person transfers, Hoyer lifts, stand to sit lifts, IV therapy, nor IV therapy for antibiotics. Insulin dependent, complex, dialysis diets., medical diets, thicken liquid diets, and honey thicken diets. We do provide NAS, low salt diets, liberal diabetic diets, regular diets, with choices at all meals. We are unable to take dialysis residents.

**3. If your needs exceed 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 able 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 the hearing. The phone number for that office is: 800-522-2602 or 503-378-6533.

**6. This is how we arrange for coordination Of Care with outside services.:**

- 7. Kinsington Oak Grove assists in the total health care services and benefits, with entitled outside providers. When Benefits can no longer be available or the resident is not eligible for benefits, the facility must provide coordination of care and services as defined in the facility disclosure. Off-site Health services, must be coordinated of health services for residents who cannot manage their health care. Transportation for medical purposes must be arranged or provided by the facility.**
- 8.**  
Kingston Oak Grove will work with hospice providers to coordinate hospice care if you and your representative request it.

**Additional addendum: Kingston Oak Grove will meet family members at any time for changes in care and on-going care plan issues as needed and every 90 days, with nursing input and staff assistance.**