

Consumer Statement Template

Residential Care Facility

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

Manor Terrace Care Suites at Rogue Valley Manor

1. Summary of the care and services we provide.

The Manor Terrace Care Suites at Rogue Valley Manor 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: We will coordinate on the resident's behalf, the scheduling of appointments and transportation services for all medical, dental, and optical appointments. We will collaborate with other medical services providers on the resident's plan of care, including Home Health and Hospice. We may assist with the set-up and coordination for obtaining durable medical equipment, personal care, and hygiene supplies. Subject to facility staff availability, we may be able to provide a qualified staff member or coordinate on the resident's behalf, a companion to accompany the resident to their off-site appointments. In the event that a facility staff person is assigned based upon need or request to provide 1:1 care, an additional fee for that service will apply.

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

The Manor Terrace Care Suites at Rogue Valley Manor does not provide the following services on a routine basis: Routine assignment of facility staff to provide 1:1 continuous care for monitoring of safety and/or behavioral issues that impact the health and wellbeing of the resident or others. We do not provide medically complex diets beyond the required modified special diets. The facility does not provide psychiatric or behavioral healthcare for residents experiencing physically aggressive behaviors towards others. The facility does not provide routine nursing services or care for other medical or psychiatric conditions that become unstable or unpredictable in nature. 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:

[Manor Terrace Care Suites at Rogue Valley Manor] will work with hospice providers to coordinate hospice care if you or your representative request it.

Additional comments: In the event that a resident of the Manor Terrace Care Suites at Rogue Valley Manor engages in behavior or actions that have repeatedly and substantially interfered with the rights, health, or safety of self or others the facility Administrator will first meet with the resident and/or their legal representative to identify and discuss the care needs that exceed the level of services provided by the facility.

Signature of resident or legal representative

Date