

# Consumer Statement Template

## Residential Care Facility

Marquis Autumn Hills Residential Memory Care Facility

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

Marquis Autumn Hills Residential 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: Vision, Hearing, Dental, and Podiatry Services

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

Marquis Autumn Hills Residential Memory Care does not provide the following services on a routine basis: Ambulation / Transfer assist requiring >1 person, Mechanical Lift transfers, 1:1 support for behavior disturbances, Care assist requiring >1 person, 24hr Nursing supervision, Complex Diets and texture: Specific Calorie Diet, Liquidized texture, Gluten free. 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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APD 9098CS (04/20), Template

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**6. This is how we arrange for or coordinate hospice care:**

[Marquis Autumn Hills Residential Memory Care] will work with hospice providers to coordinate hospice care if you or your representative request it.

**Additional comments:**

Our primary considerations are the needs and safety of our residents, as well as the overall resources of our community. Please contact the Administrator for specific information including additional services and costs.

Home Health Services will be recommended to residents that demonstrate increased nursing needs or changes in ADL needs requiring >1 Person assist.

Physical, Occupational, Speech therapy, and Nursing services(wound care and behavioral health). Should therapy services not demonstrate a benefit and resident continues to exceed facility ability, facility will initiate process for new placement.

\* Behaviors that require additional staff will be evaluated and determined if appropriate. Cost for additional staff will be charged. Unmanageable behaviors that place the resident in immediate harm, or other residents in immediate harm may result in involuntary transfer at Hospital or contact with local authorities.

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Signature of resident or legal representative

Date