

# MEMORY LANE HOMES

## Consumer Statement

**1. Summary of the care we provide.**

Memory Lane Homes provides all state required services including general assistance with daily living, food service, which includes modified special diets, if necessary, medication assistance, housekeeping services and social/recreational activities. We also coordinate transportation for medical appointments or social purposes.

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

Memory Lane Homes does not provide the following services on a routine basis: Transfers that requires the assistance of two or more staff, one to one care, services required Hoyer/mechanical lifts, medically complex diets beyond the required modified special diets, (i.e. ADA calorie counted, specific sodium content, renal, carbohydrate counting diet, counting fluid restriction), feeding tubes, wound vacs, insulin administration, and skilled wound care.

**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. Failure to pay for services can also result in 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 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 may also contact the Oregon Long Term Care Ombudsman for assistance in requesting a hearing. The phone number for that office is 800-522-2602 or 503-378-8533.

3078 Resort Street  
Baker City OR, 97814  
541-523-1150

Robert Whitnah CEO  
Nicole Howerton Administrator

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**6. Arrange and/or coordinate hospice care.**

Memory Lane Homes will work with hospice providers to coordinate hospice care if you or your representative requests it.

**Additional Comments:**

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Signature of Resident or Legal Representative

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Date