

Consumer Statement Template

Residential Care Facility

Middlefield Oaks Memory Care

1. Summary of the care and services we provide.

Middlefield Oaks 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: Assist with medication management/medication administration per a physician or legally recognized practitioner, assist with medication/treatments requiring Registered Nurse training and supervision (e.g. blood sugar testing, insulin with disposal of sharps containers included. Provide oversight and monitoring of health status, coordinate the provision of health services with outside service providers such as hospice, home health, therapy, physicians and pharmacists.

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

Middlefield Oaks Memory Care does not provide the following services on a routine basis: The community does not delegate or assist with sliding scale insulin. The community does not provide blood sugar checks or insulin injections more than 4x daily. The community does not provide assistance with complex wound care such as wound vacs, infected wounds, suture or staple removal, pressure sores greater than stage 2, or multiple stage two wounds. The community does not provide Catherization and flushing. The community does not administer any medication via injection other than insulin and some diabetic related medication such as Victoza. such as anticoagulants, hormonal therapy, anti-inflammatory, pain medication, vaccines or immunizations. During the time of COVID-19 the community does not provide assistance with nebulizers, CPAPs, BIPAPs or High Flow Oxygen for anyone suspected of having COVID or for PUI (Persons Under Investigation) The community does not provide assistance with IV maintenance or IV medications. Staff do not provide assistance with the following tasks or treatments: pessaries, penile implants, peritoneal dialysis, nephrostomies, urostomies, drainage tubes, ear lavage, fecal impaction removal, tracheotomy care. The Community does not admit new residents with Hoyer's or mechanical lifts. The community does not provide assistance with transportation outside of the scheduled transportation of 2 days a week on an ongoing basis. The community does not provide assistance with uncontrolled behaviors including but not limited too (sexual aggressiveness, physical aggressiveness, ongoing verbal aggressiveness, or elopement). We cannot accommodate the following diets: Medically complex diets beyond the required modified special diets, celiac diets, low sodium diets, renal diets, consistent carbohydrate/diabetic diets, cholesterol restricted diets, fat restricted diets, low residue/low fiber diets, vegan diets; tube feeding, one-to-one care services, We do not provide assistance with enteral and parental nutrition. Middlefield Oaks Memory Care does not allow electric/motorized power chairs or electric scooters, smoking. 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:

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

Additional comments: In addition to the above services, Middlefield Oaks Memory Care also provides 3 nutritious meals per day with snacks available 24 hours a day 7 days a week. Modified diets are also provided with a physician order or an order from other licensed health professional that may be required to treat a medical condition (e.g. heart disease, diabetes). These modified diets include 'No added sugar', 'No added SALT' (NAS), and modified texture diets such as Mechanical soft, cut up, chopped, and blenderized. The community does not provide thickened liquids. No Nectar or thicker fluids will be provided. Thin liquids only. Laundry and housekeeping services available. Other services and amenities: Barber/Beauty Services (when a licensed beautician is on file), laundry, light housekeeping, cable TV, Internet, and health care supplies all available at an additional cost. Guest internet available on work room computer only, transportation for medical appointments available on set days and times within a pre-determined service area for private pay residents and medicaid residents use Ride Source. Please note that we only provide the transportation and will require a family/resident representative to attend the appointment as the resident advocate. Upon move-out, all belongings must be removed by responsible party. Any furniture left will incur a removal fee of \$250 as donating items to staff, community or other residents cannot be accepted.

Rebecca Frason

Signature of resident or legal representative

2/18/2022

Date