

Consumer Statement Template

Assisted Living facility

Mirabella Portland

1. Summary of the care and services we provide.

Mirabella Assisted Living provides all state required services, including general assistance with activities of daily living, such as assistance with mobility, including transfers from bed to wheelchair, etc., that require the assistance of one staff person, assistance with bathing and washing hair 3 times weekly, assistance with personal hygiene (i.e. shaving and caring for the mouth), assistance with dressing and undressing, assistance with grooming (i.e. nail care and brushing/combing hair), Assistance with eating (i.e. supervision of eating, cuing, or use of special utensils), assistance with toileting and bowel and bladder management, assistance for cognitively impaired residents (e.g. intermittent cuing, redirecting), intermittent intervention, supervision and staff support for residents who exhibit behavior symptoms. Housekeeping such as, 2 loads of personal laundry a week, launder sheets and towels weekly, change sheets weekly, clean floors/vacuum weekly, dust weekly, clean bathroom weekly, shampoo carpets and wash windows as needed. Cable and TV. Food services, which includes 3 meals a day, snacks/beverages between meals, cut up food into small bites, vegetarian, low sugar and low salt diets. Medication assistance with RN to supervise staff administering medications. Residents may use pharmacy of their choice however if the facility is administering medications, the policy is that medications must be provided in bubble packed dispensing cards. 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, as well as provide or arrange intermittent or temporary nursing services for residents. Housekeeping services and social and recreational structured activities (approximately 3 hours a week, including music, cooking, arts, crafts, exercise, animal visits, socials, and outings). We also coordinate and provide transportation through Mirabella Valet or cab services for medical appointments, and social purposes. For staffing and shift hours (6:00 am- 2:00pm there is 1 direct care staff member, 1 medication aide. For 2:00pm- 4:00pm there is 1 medication aide. For 4:00pm-10:00pm there is 1 direct care staff and 1 med aide. For 10:00pm-6:30am there is 1 med aide. Lastly 8:00am – 5:00pm there is 1 activity worker). The facility does require the disclosure of personal financial information. Pets are allowed such as small dogs, cats, and birds. Deposits and Fees for lost vigil pendent is a \$175 dollar nonrefundable cost, and \$110 nonrefundable cost for lost keys. For staff training all caregivers and CNAs are trained

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for a minimum of 24 hours over 3 days. Medications are to be administered by a licensed nurse, Certified med aide, or trained staff member. Continuing education is provided no less often than monthly. The following additional medically and personal related services are available for an additional cost: Assistance with medications/treatments requiring Registered Nurse training and supervision (e.g. blood sugar testing, insulin), making the bed, sheets/towels, health care supplies, Personal toiletries (e.g. soap, shampoo, detergent, etc.), personal telephone, meals delivered to resident room. Barber and beauty services as well as internet access can be arranged through an outside provider.

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

Mirabella Assisted Living does not provide the following services on a routine basis: two person assistance/transfers as during night shift only 1 staff member is available, , medically complex diet other than low salt or low sugar, and apartment/unit furniture.

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 circumstances, attempting to determine the most appropriate care plan and setting 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 setting.

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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 Ombudsman for assistance in requesting a hearing. The phone number for that office is: 800-522-2602 or 503-378-6533

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

[Mirabella] will work with hospice providers to coordinate hospice care if you or your representative request it.

Additional Comments: CNAs and Caregivers are not to leave the floor during shift, therefore any escorting to Dr. Appointments or Social outings must be provided by In-home care or done so independently through the resident.

Signature of resident or legal representative

Date