

**Consumer Statement
ElderPlace Glendoveer Facility
PACE Participants**

Summary of care and services we provide:

ElderPlace Glendoveer provides all state required services, including general assistance with activities of daily living, food service (including meals that are lower in sodium and simple sugars), medication assistance, housekeeping services and social and recreational activities. We also coordinate transportation and medically related services with the PACE Clinical team.

Summary explanation of types of care and services we do not provide:

ElderPlace Glendoveer does not provide the following on a routine basis: Medically complex diets, including but not limited to gluten-free, renal, 2G sodium, specific caloric levels for diabetes or weight-control, consistent carbohydrate intake diets, as well as pureed, liquidized, thickened liquids, aspiration precautions and other SLP recommended diet textures. We do not provide vegetarian diets. We also do not provide two-person transfers (residents must be able to transfer with single person assistance without the use of a transfer device), mobility assistance throughout the facility (for example to and from activities and dining room), 1:1 care, feeding tubes, or care for medically complex diagnosis that require frequent nursing intervention or monitoring. We do not help with pets.

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.

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.

You have the right to ask for an administrative hearing if you disagree with our decision to issue you and involuntary move-out notice.

The requirements for requesting a hearing can be found on the Administrative Hearing Request form MSC0443. 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) 378-6533.

This is how we arrange for hospice care.

As an ElderPlace participant, your existing medical team will coordinate and provide palliative care for you. Both palliative care and hospice care provide comfort, but palliative care can begin at diagnosis, and at the same time as treatment. Hospice care begins after treatment of the disease is stopped and when it is clear the person is not going to survive the illness.

Signature of resident or legal representative

Date