



Joana Olaru

(503) 577 – 4292

joanasbestcare@aol.com

6760 SW Griffin Dr, Portland OR

www.BestSeniorLivingAlternatives.com

Long Term Care Referral Agent Privacy Policy & Disclosure Form

The Oregon Legislative Assembly passed into law [House Bill 2661](#), which provides consumer protection to older adults, adults with disabilities, and their families as they seek out long-term care facilities.

Accuracy

We take reasonable steps to ensure that the personal information we collect, use, and maintain is accurate, complete, and current. We encourage clients to notify us of any changes to their personal information and will promptly update our records when requested and verified.

Client Requests

Clients may request access to, update, or correct their personal information at any time by contacting us using the contact information provided on our website.

Upon receiving a request, we will review and update the information as appropriate within a reasonable timeframe. We may request verification of identity before making changes to protect the security of personal information.

Security Measures

We take reasonable administrative, technical, and physical safeguards to protect personal information from loss, theft, misuse, unauthorized access, disclosure, alteration, or destruction. Access to personal information is limited to authorized individuals who require it to provide services or fulfill legal and business obligations. While no method of transmission or storage is completely secure, we maintain appropriate security measures designed to protect the information entrusted to us.

General Information for Oregon Consumers

Oregon law requires all long-term senior care living agents to be registered with the Department of Human Services (DHS). The law also mandates the following disclosures to clients. These disclosures are to be written in a clear and understandable manner. The disclosures may be made orally first if the agent makes an audio recording with your consent and thereafter provides a written disclosure.

Mandated Disclosures

Our Long-Term Care Facilities Screening includes on-site and virtual visits and review of the following:

- Facility Licensing
- Sources of payment accepted, including Long-Term Care Insurance & whether Medicaid is accepted
- The credentials and history of the provider
- Citations publicly listed on the Dept. of Social & Health Services website
- Caregivers and staffing ratios
- Care that can and cannot be provided
- Challenging behaviors that can and cannot be accommodated
- Activities and cultural accommodations offered
- Meal plans offered and special diets that can be accommodated
- Other special care and services delivered

To establish the best options for you and finding senior living options that fit your current and future needs., here is a list of the topics we will cover:

- Your current living situation
- Recent, relevant, medical history
- Medications and medication management needs
- Diagnosis, health concerns, and the reasons you or your loved one(s) are seeking care
- Significant known behaviors or symptoms that require special care
- Assistance needed with activities of daily living
- Activities of interest, spiritual preferences, and lifestyle info
- Sleeping habits
- Basic information about your finances, LTC insurance and Veterans status
- Location preferences
- Preferences regarding meals and daily routines

Description of Services to be provided by **Best Senior Living Alternatives agent:**

Best Senior Living Alternatives agent serve you and/or your designate(s) needing or seeking information on available long- term care support options. The type of referral(s) being provided to you includes the following:

- ☒Adult Foster Home ☒Medicaid Contracted ☒Contracted
- ☒Assisted Living Facility ☒Independent Living ☒Non-Contracted
- ☒Residential Care Facility ☒Memory Care

Referral Fees/Payment/Structure: Any fees paid to **Best Senior Living Alternatives** will be paid by the admitting home/facility. **Best Senior Living Alternatives** has NO ownership interest in any care provider business as required by law. **Best Senior Living Alternatives** is an Oregon registered business in good standing. If you would like to hire us directly, we have a separate agreement for you to sign.

Best Senior Living Alternatives has referral fee contracts with each community we refer potential clients to. Referral fees are charged as a one-time fee after the referred resident moves into the community/home.

The community/home is charged a percentage of the first month's rent and care rate for the referred resident. Fees are paid to **Best Senior Living Alternatives** after the resident has lived in a community or home for 10 days. Refunds are issued according to the policy set forth in the mutual referral contract with the senior living home or community.

Privacy Policy Regarding Client Information: Clients understand and acknowledge that each transition situation is unique and different. Your personal information will never be sold for any reason. During our client inquiry process, we will ask you for pertinent health information, your preferences and your available financial resources. At no time will we ask for any banking, account numbers or investment statements. We collect only the necessary information required to make our professional referrals.

Limitations on Referrals: **Best Senior Living Alternatives** will contact prospective facilities and arrange for a time for a tour. This will include options that we are contracted with. Appropriate non-contracted options may also be identified for touring on your own.

Length of contract: **Best Senior Living Alternatives** 's right to a referral fee lasts anywhere from six months to an indeterminate duration from the time of the referral to the time of a

client's move in to a referred facility, depending on the terms of the contract with the facility.

- The agent must discontinue services to you if you notify the agent in writing that you no longer wish to use services of the agent.
- If the agent has received compensation from a facility for a referral that has been made, you may notify the agent in writing that you wish to use the services of another agent in the future for referral to another facility in a subsequent move. Your notice shall identify the name of the facility and the move- in date of the original referral made by the agent.

Facility Complaint History: It is our policy to review the Department of Human Services Licensing website for information on a provider's violations and inspections. The Licensing office stated there has been a reduction in on-site visits to reduce the spread of COVID-19 however, they are still investigating the more serious complaints. With that said, the information we generally review may not be as reflective of a provider as it has been in the past.

- Consumers interested in reviewing the substantiated complaints on any given facility may visit: OREGON:
<https://ltclicensing.oregon.gov/Facilities>
<https://www3.multco.us/AdultCareOptions/Home/HowToCheckTheComplaintHistory>

COVID-19 Process and Procedures: **Best Senior Living Alternatives** will review long term care communities COVID-19 status as they are released by the Oregon Department of Human Services. Please note that community/home COVID-19 status can change at any time during the long-term care exploration process. We will inform families and individuals of any changes in COVID 19 status as we are made aware.

By signing below, I acknowledge I am the

☐ client

☐ designate authorized to receive this disclosure document.

Concurrently, I authorize the sharing of personal client information as may be required to find satisfactory accommodations and support services.

Client name (Printed)

Signature of Client

Date

Or Name of Personal Representative (Printed)

Relationship to client

Signature Personal Representative

Date

Joana Olaru

3/11/2024

Agent Advisor - Signature

Date