

AE-105

Frequently Asked Questions

Straight answers to the questions residents, families, and referral partners ask most.

If your question is not here, call us. Real answers from a real person beat a document every time — (971) 317-2199.

Who is eligible to live at Aeternum?

Adults 18 and over who benefit from a supported residential setting and can live safely in a small, home-like environment with staff on site around the clock. Our team completes a person-centered assessment with every referral to confirm the home is a good fit.

Do I need a referral?

No. Families, residents, hospitals, case managers, and coordinated care organizations can all reach out directly. Start with a phone call — there is no form to complete first.

Can I tour the home before deciding?

Yes, and we encourage it. Walk the house, sit on the porch, ask questions, and meet the people who live and work here. Tours are scheduled at a time that respects resident privacy.

How many people live at the home?

Aeternum is a small residential home, not a campus or a center. Keeping the household small is what makes individual attention and a real home rhythm possible.

Is staff there overnight?

Yes. Trained staff are awake and present every hour of every day, including weekends and holidays.

Who manages medications?

Trained staff support medication in line with Oregon requirements: medications are stored securely, administered or self-administered per each person's plan, documented every time, and reviewed regularly with the prescriber and pharmacy. See the Medication Management Guide.

Are meals provided?

Yes — three meals and snacks daily, planned and often cooked together. We accommodate medical diets, allergies, and religious or cultural food practices.

Can residents leave the property?

Yes. Residents are adults, not detainees. Community access — work, school, appointments, walks, the library, the farmers market — is part of the plan. Residents sign out and share an expected return time so we know everyone is safe.

Are visitors allowed?

Always. See the Family Guide for hours and a few shared expectations that protect other residents' privacy.

Is transportation available?

Staff provide or arrange transportation to medical and behavioral health appointments and community activities. Hillsboro transit is close by, and travel training is part of daily living skills for residents working toward independence.

Are pets allowed?

Personal pets are not permitted, but approved service animals are welcome, and any house pet is introduced with the household's agreement.

Can residents smoke or vape?

Smoking and vaping are not permitted indoors. A designated outdoor area is available, and we can connect residents with cessation support if they want it.

What insurance is accepted?

We work with private pay, commercial insurance, Oregon Health Plan and coordinated care organizations where applicable, county-funded support, veterans programs, and state programs. We review coverage and out-of-pocket costs in plain language before move-in.

How long do people stay?

It varies. Some people stay a few months to rebuild routines; others make Aeternum their long-term home. There is no standard timeline and no pressure to leave on a schedule.

What should someone bring on move-in day?

About ten days of clothing, toiletries, medications in original containers, identification, and personal comfort items. The What to Pack guide has a full list.

How is privacy protected?

Health information is protected under HIPAA and Oregon law. We share information only with a signed release or where the law requires it. See the Privacy Notice.

How do I raise a concern?

Tell any staff member or the Home Director first. If that does not resolve it, the Grievance & Complaint Process guide explains the formal steps and independent Oregon contacts, including the Residential Facilities Ombudsman.