

## DIRECT AND INDIRECT SERVICES PROVIDED BY PORTAGE MANOR (Form 6c)

### RESIDENTIAL HEALTH CARE FACILITY

3016 Portage Avenue  
South Bend, IN 46628  
Robyn Challinor, Administrator

OWNERS: St. Joseph County Board of Commissioners  
7<sup>th</sup> Floor, County City Building  
South Bend, IN 46601

#### ROOM RATES:

The room rate includes all meals, housekeeping, laundry, and nursing supervision. Residents and/or guardians will be informed in writing at least thirty (30) days in advance of any changes in the rates. Private Pay rate is \$60.00 per day. Residents who need housing assistance from the Residential Care Assistance Program (RCAP) will be assisted by the business office staff in completing the application with Family and Social Services Administration.

#### MEDICAL DIRECTOR:

The Medical Director is paid by Portage Manor for his services to the Residents. The Medical Director comes to Portage Manor every Wednesday. The Medical Director will bill your insurance for your visit/care. The nursing department schedules appointments with him for yearly physicals and as needed. If you need to see the Doctor an appointment will be scheduled through nursing.

#### PHARMACY SERVICES:

Medication and any equipment or appliances ordered by your physician will be purchased or leased through Genoa Pharmacy unless you request a different supplier. The Pharmacy will bill your insurance company for medications/treatments prescribed by the physician.

#### PODIATRST:

The Podiatrist comes to Portage Manor on a regular basis. The nursing department will schedule an appointment for you if/when needed. The podiatrist will bill your insurance company for care/treatment.

#### TRANSPORTATION:

Transportation for Medical and Oaklawn appointments is arranged by the Ward Clerk. This service must be paid by Medicaid (for those eligible) or the Resident or Resident's family. Transpo Bus passes can be purchased and does run Monday through Saturday; a bus stop is conveniently located on Portage Ave at the traffic light.

#### LAUNDRY:

All clothing must be labeled. All personal laundry will be laundered when necessary at no extra charge. Portage Manor is not responsible for unlabeled clothing or clothing not on the Resident inventory list.

#### ACTIVITIES:

We provide an Activity Program for all Residents that wish to participate. You will receive a monthly activity calendar. Watch the bulletin board outside of the activity room for special programs and trips.

#### PERSONAL SHOPPING:

If you need assistance in buying personal items, contact the Activity Director in the Activity office. She will either purchase the items for you or put you on the shopping trip list. Residents will be responsible for the expense of items they wish to purchase. For additional personal needs, contact your care facilitator for assistance.

#### BANKING:

All Residents are encouraged to deposit their money in the Business Office, keeping one or two dollars in their possession. Money may be drawn from your account on scheduled banking days. A monthly balance of your account will be given. We are not responsible for cash in a Resident's possession.

#### FINANCIAL COUNSELING:

If financial counseling or assistance is necessary, the Resident or family should contact the Administrative Office for information. Arrangements will be made to solve their need through budget planning, referral to the appropriate agency, and/or application for Medicaid.

#### MAIL:

Mail is distributed by the staff after it has been sorted. If a Resident is not in the facility at the time mail is distributed their mail will be left in the banking office. Saturday mail will be distributed on Monday. Residents have signed on admission an authorization for business office staff to open business mail; such as Medicaid reviews, social security information, etc. to ensure deadlines are met and benefits remain intact.

#### TELEPHONES:

Portage Manor provides a phone in the conference room for local calls. Each Resident is allowed two (2) 10 minutes long distance calls per month. Conference room hours are 8:00am to 10:00pm daily. If you need to make a call outside of those hours, please ask to use the phone in the Nurses' Station.

#### NEWSPAPER:

A Resident wishing to subscribe to the newspaper will need to contact the South Bend Tribune or have a family member arrange for a subscription. If you need help, the Activity Director can assist. There is a newspaper daily in the activity room available to you to read.

#### BEAUTY AND BARBERSHOP:

Beauty and barbershop services can be arranged as needed. The Activity Director can help get you on the list for the salon. See the salon beautician schedule and special rates posted outside the activity room.

#### CHURCH SERVICES:

Protestant and Catholic services are conducted throughout the week in the Chapel (located on the second floor.) See the Activity Director for the current schedule.

#### RESIDENT COUNCIL:

As a Resident of Portage Manor, you are automatically a member of the Resident Council. Please plan to participate. This council gives you an active voice in the activities of the facility.

#### COMMUNITY SERVICES:

Referral to Vocational Rehabilitation: Who will test the Resident to determine appropriate placement in a sheltered workshop situation, (ie.) : Goodwill, Logan Industries. If you have a Care Facilitator at Oaklawn, the Care Facilitator will need to make the referral.

\*\*\*Referral to Oaklawn (CMHC) is mandatory if deemed necessary by the medical staff. This is a requirement for Residents of Portage Manor for: Evaluation, Activities, and Group Therapy

LEGAL AID:

We will make an appointment for you with Legal Aide staff. The cost depends on ability to pay.

DENTAL AND EYE EXAMINATION:

Appointments may be made through the Ward Clerk or a member of the nursing department.

DEVELOPEMENTAL AND BEHAVIORAL EVALUATION SERVICES:

All developmentally disabled persons are sent for evaluation, unless contraindicated by his/her physician.

LABORATORY TEST:

Most laboratory collections such as urinalysis and blood test can be performed on-site at the facility. A Phlebotomist comes on-site twice a week for routine labs and test collection. Your insurance will be billed by the laboratory company for services and test rendered.

MEMORIAL HOSPITAL TRANSFER AGREEMENT:

Memorial Hospital has agreed to accept for treatment, Residents from our facility.

COURTESY: A kind word and gesture goes a long way. Please treat your roommate and other Residents, as you would like to be treated.

I hope you enjoy your stay in our home, we are happy to have you here.

Sincerely, Robyn Challinor Administrator

I \_\_\_\_\_ (Print Name). acknowledge that I have understand Portage Manor's Direct and Indirect services; I have been explained and given time to ask any question or voice any opposition. I agree with the terms and have received a copy of this paperwork.

\_\_\_\_\_  
Resident or Guardian/ Representative

\_\_\_\_\_  
Date

Initiated 5/1982 Revised 10/19/18

\*Please keep this list for future references. Additional copies may be obtained from the Social Services.