



Welcome to the

THIRD CROSSING MANOR

The staff at Third Crossing Manor extends a warm welcome to you. We will assist you in adjusting to your new surroundings and hope that you are happy and comfortable while living here.

History of Third Crossing Manor

Third Crossing Manor Personal Care Home opened in September 1974 and is home to 50 residents. Third Crossing Manor is a one-story building located in the West End of Gladstone at 175 Dennis Street West. There are 50 single resident rooms

In 1991-1992, Third Crossing Manor underwent extensive renovations in which a general fire regulation upgrade occurred, lighting was improved, flooring was replaced, a laundry area was created, and the kitchen was enlarged and redesigned. Following renovations, the Country Courtyard was improved with donation money. A perennial garden, circular sidewalk, and large cement patio, bird feeders and bath, lawn furniture, elevated vegetable and flower gardens, shade trees, an electronic door opener. The latest additions to Courtyard are a fruit tree, a BBQ to be used by all families, water fountain, statue and solar lights.

We celebrated our 40th Anniversary in 2014.

THIRD CROSSING MANOR MISSION STATEMENT

THIRD CROSSING MANOR PERSONAL CARE HOME is a long- term care facility dedicated to provide high quality care services that are resident focused and needs driven.

- We will endeavor to provide care that is responsive to the needs of the community and beyond, and designed to preserve the individual's identity, human rights, and dignity.
- We will provide a safe, comfortable dignified and home-like environment for residents, their families, staff and all who visit.
- We provide support systems, and recognition for residents, families, staff and volunteers.
- We will endeavor to make wise choices today that will ensure access to a secure future for Third Crossing Manor.

VISION

THIRD CROSSING MANOR has a vision of its role in health services in Gladstone and the surrounding communities.

VISION:

Committed to excellence in the delivery of long-term care to elderly individuals and others in need.

GOALS:

- To be recognized as an organization for long term care services and to seek the provision of excellence for the care of elderly individuals and others in need.
- To meet relevant quality standards in a timely manner.
- To ensure that care provided is consistent with current acceptable literature and research in gerontology.
- To have a strong, competent employee base committed to sharing the vision, proud to belong to the organization and a desire to pursue excellence in long term care.

PHILOSOPHY

- To offer a high standard of quality long-term care to the residents of our community and to encourage the use of these services.
- To provide the most effective quality care to the residents of the Manor within the available resources.
- To provide an environment whereby residents' individual rights are maintained with respect for independence and personal dignity.
- To provide a safe and supportive working environment for the employees with fair and favorable working conditions.
- To ensure there is an adequate number of both professional and support personnel and to encourage their professional growth and to provide opportunities for their skills development on the job.
- To endeavor to achieve and maintain National Accreditation Standards.
- To encourage the maintenance and development of volunteer programs.
- To work in cooperation with other health care delivery facilities in the Region, sharing whenever possible to conserve resources.

THIRD CROSSING MANOR | RESIDENT'S BILL OF RIGHTS

The **Resident's Bill of Rights** was formally adopted in April 1998. It was revised and approved in May 2001 by the Resident Advisory Council. In 2017, the Bill of Rights was approved by the Resident Advisory Council. The Bill of Rights is posted on the wall of East corridor.

The Bill of Rights reflects the feelings and wishes of the residents as it pertains to their daily living experiences.

We, the staff at Third Crossing Manor, will endeavor to respect, promote, and practice the rights of the residents.

1. EVERY resident has the right to exercise social, cultural, religious or other interests and language of choice, to develop their potential, and to be given reasonable provisions by the facility to accommodate these pursuits.
2. EVERY resident has the right to be treated with courtesy and respect in a manner that promotes dignity and individuality and recognizes the resident's uniqueness.
3. EVERY resident has the right to be properly sheltered, fed, dressed, groomed and cared for in a manner consistent with their needs.
4. EVERY resident has the right to:

- a. communicate with and have visits to and from friends and family in private, if so desired.
- b. have family members and friends present twenty-four hours at times of serious illness or life-threatening illness.
5. EVERY resident has the right to express their preference and choice in regards to activities and dietary preferences.
6. EVERY resident has the right to be afforded privacy while being cared for and treated.
7. EVERY resident has the right to receive basic information relating to residential issues, in accordance to Southern Health–Santé-Sud policy.
8. EVERY resident has the right to exercise the rights of a citizen and to raise concerns or recommend changes without fear of restraint, interference, coercion, discrimination or reprisal.
9. EVERY resident, or their representative, has the right to:
 - a. be informed of the resident’s medical condition, treatment and proposed course of treatment
 - b. give or refuse consent to treatment, including medications, in accordance with the law and to be informed of the consequences of giving or refusing consent
 - c. have their personal health information kept confidential in accordance with the law.
10. EVERY resident has the right to freedom from chemical or physical restraints, except as authorized by a health care professional for a specified period of time, or when necessary to protect oneself from injury to self or others, with the expectation that the health care team will continuously explore all other alternatives to reduce and eliminate restraint uses.
11. EVERY resident has the right:
 - a. to live in a safe and clean environment
 - b. to maintain and be a part of life in the community
 - c. retain their independence and receive assistance towards maximizing and maintaining their independence.
12. EVERY resident has the right to manage their own finances and legal affairs if able to do so. Where a trust account is maintained for the individual they must receive a monthly statement of transactions. Resident and legal representative can meet in privacy as often as necessary.

PREADMISSION

You will receive a letter from Third Crossing Manor confirming that your name has been placed on the waiting list. You and your family will be invited for a tour to assist you in becoming familiar with the surroundings. Advance preparation is recommended in order to ease your transition to a personal care home environment.

A representative of Third Crossing Manor will contact you when a room becomes available to confirm your date of admission. A meeting will be arranged with you and your next of kin to obtain the following information:

- **Individual responsible for finances. A copy of an Enduring Power of Attorney is required for your chart.**
- **Notice of Assessment from the previous year's income tax. If you have a spouse, their notice of assessment will also need to be obtained if you file your income tax separately. (See Finance Section for more details.)**
- **Individual responsible for health care decisions if not indicated in a health care directive. If you have a health care directive, the original copy will need to be placed in your chart.**
- **Coverage under the Department of Veterans Affairs (if applicable).**
- **Blue Cross number (if applicable).**
- **Social insurance number (mandatory).**
- **Treaty and Band number (if applicable).**
- **Manitoba Health Registration number and personal I.D. number (mandatory).**
- **Date of birth.**
- **Physician (you will be assigned a physician who works at Gladstone Health Centre).**
- **Name of the funeral home that would be used in the event of death while at Third Crossing Manor.**
- **Religious denomination and affiliation.**
- **Social History.**

DAY OF ADMISSION

We realize that moving into your new home can be a stressful experience. Even though staff will be available to assist you, we recommend that a family member or close friend be available the day of admission to assist you in settling in. Admission takes place at 10:00 am, unless otherwise indicated. The Nurse will show you to your room. Once unpacked, Nursing Staff will help you familiarize yourself with your new surroundings. During your first weeks in the facility, staff from the various departments such as Nursing, Dietary and Activities will meet with you to get to know you and discuss your personal preferences.

WRITTEN ADMISSION AGREEMENT

A letter of agreement outlining the obligations of the operator of the personal care home and the resident with regards to accommodation and goods and services must be signed upon admission to Third Crossing Manor.

ACCOMMODATIONS

Each of the rooms have a bathroom, a bed, a mattress, night table and dresser. Nursing call bells are located beside the bed and in the bathroom. All linens such as sheets, blankets, bedspreads, towels, and face clothes are provided.

The following are items you may consider bringing in:

TELEVISION AND CABLE

You may wish to bring in your own television. If you choose to do so, we suggest bringing in a TV smaller than 42" with its portable television stand or a wall mount bracket. Basic cable is available for a monthly fee. Arrangements can be made to have payment deducted from your Trust Account. Any extra channels need to be arranged directly with TV services by resident and/or family.

TELEPHONES

Each room has its own telephone outlet. If you choose to bring a telephone, you will be responsible for the cost of the hook-up and for the monthly charges.

We recommend that you or a family member contact the phone company to arrange for the telephone hook-up. You will need to provide the Telephone Company with your new room number and the street address of TCM, which is 175 Dennis St. W., Gladstone, MB. Mailing address is listed below under mail.

If you choose not to bring in a personal telephone, you can use the one located in the Activity Area or Conference Room, or the corridors and, if you prefer, staff can assist you to place a phone call. Long distance calls are at your expense.

NEWSPAPERS

Complimentary daily and weekly newspapers are available for residents.

ELECTRICAL APPLIANCES

You may bring in small electrical appliances such as a lamp, radio or razor etc. For safety reasons, all electrical equipment must be checked by the Maintenance Department prior to taking it to your room. Power bars (CSA approved with surge protection or on/off switch) may be used for small appliances. Medical equipment must be plugged in directly to the wall socket. Due to the potential of fire and/or injury to the resident, heating pads, hot water bottles, wheat filled bags (magic bags), electric blankets, room heaters, microwaves and extension cords (over 5' in length) are not allowed to be used in Third Crossing Manor. Humidifiers are not allowed because of the potential infection control risk.

RECLINERS/CHAIRS

You may choose to bring in your favorite chair from home. Mechanical recliners are also allowed in the facility. It is recommended that the upholstery fabric be institutional grade vinyl or leather. Day-to-day cleaning will be done by the staff. However, it is recommended that you have the chair cleaned professionally as needed.

MAIL

You will be responsible for changing the address on all correspondence. Your new address will be:

YOUR NAME
Third Crossing Manor
Box 1000
Gladstone, MB. R0J 0T0

Mail will be delivered daily, Monday to Friday. Stamped Letters can be left at the Business Office for mailing.

ROOM CHANGES

You are admitted into a room, as it becomes available. As your health, or the health of other resident's changes, it may be necessary to move you to another room. We will try to give you as much notice as possible if a room change needs to occur.

Although we appreciate that room changes can be difficult, we want to ensure that you are receiving care in an area that best fits your needs.

CLOTHING NEEDS/LAUNDRY

Please, bring clothes to Laundry on admission day and staff will mark and label them. Laundry is done in the facility and is covered as part of the per diem rate. Laundry Department will iron nametags on your clothing. These nametags, also called labels, are ordered through the Business Office at Third Crossing Manor and the cost of tags is billed to your Trust Account.

Drip-dried and hand washables of more delicate fabric as well as articles for dry cleaning should be taken care of by you or your family. Dry cleaning costs is your financial responsibility. Woolen articles are not recommended.

Third Crossing Manor is not responsible for lost clothing. However, there is a lost & found box in the laundry room and staff will endeavor to assist with missing articles if you bring it to their attention.

The following is a list of clothing and articles that you should bring in:

MALES:

- 7 pair pajamas or night gowns
- 2 pair of slippers with firm support and non-slip soles
- 1 pair of walking shoes with non-slip soles
- 1 bathrobe
- 7 pair of pants (sweat pants preferred)
- 7 shirts
- 4 sweaters
- 7 sets of underwear
- 7 undershirts
- 7 pair of socks
- belt or braces
- seasonal outerwear (coat, hat, boots, & mitts)

FEMALES:

- 7 pairs pajamas or night gowns
- 1 housecoat
- 2 pair of slippers with firm support and non-slip soles
- 1 pair of walking shoes with non-slip soles
- 7 dresses (or skirt/blouses or slacks)
- 7 pair of panties
- 7 under shirts
- 7 pair of stockings or socks

- seasonal outerwear (coat, hat, boots & mitts)

*All clothing and slippers should be washable.

For residents who are non-ambulatory and may be incontinent, open-back clothing for comfort and practicality is recommended. Please contact the nurse for further information. Activity Department can provide a catalogue where you could order clothing from.

PERSONAL ARTICLES

- Comb and brush
- Unscented bar soap with soap drain dish
- Toothbrush, toothpaste, denture cleansing tablets
- Razor
- Deodorant
- Kleenex
- Nail clippers and file (If not brought in, these items will be supplied & charged to your trust account)
- Calendar with big numbers
- Clock
- Assorted cosmetics if desired
- Family pictures

****PERSONAL POSSESSIONS:** Third Crossing Manor is not responsible for lost or missing articles. It is recommended that you do not bring valuables such as jewelry. All articles must be clearly labeled. It is your responsibility to have broken articles repaired. Third Crossing Manor's Insurance Policy does not cover your personal property.

A list of belongings is completed on admission and the list is updated whenever an item is brought in or removed.

FINANCES

DAILY RESIDENTIAL CHARGE

On admission, you will be required to pay in advance, the rent for the month and each month thereafter at the current per diem rate established by Manitoba Health. Residential charges vary, depending on individual's ability to pay. This rate covers the room rent, meals, laundry services, most prescription drugs and incontinence products. Ability to pay is determined by a formula calculated and based on your previous year's income tax. Please refer to the Southern Health-Santé Sud Policy Handbook for more information.

INCOME TAX SERVICES

You are responsible for filing your annual income tax return.

TRUST ACCOUNT

Third Crossing Manor has a small internal banking system called Resident Trust Account. Upon admission a onetime Trust Fund Administration Fee of \$25 will be charged to the resident's trust account. This is meant to offset the time to set up the trust account for each new resident. You are encouraged to have approximately \$100 to \$1 000 in this account (non-interest bearing). This money can be withdrawn by you to purchase personal items. At your request, Third Crossing Manor will pay on your behalf such expenses as haircuts, perms, outings and other personal expenses not covered by the per diem rate. To reduce the risk of loss, it is recommended that you do not keep large sums of money with you or in your room.

You or your designate will receive a monthly statement regarding your trust and rent accounts.

TRANSPORTATION

Resident is responsible for transportation costs related to:

- Denturist, dentist, optometrist, cataract surgery and subsequent eye examinations
- When visiting a family member
- When visiting a physician of their choice
- Any consult not deemed necessary by the attending physician
- Recreational outings
- Escort when requested by family and/or resident
- Handivan or car for treatment or diagnostic investigation

The Handivan in Gladstone requires a TCM resident to have an escort unless they are completely independent. This escort charge would be at the cost of the resident.

Occasionally the Handivan is rented for group outings. All participants share the cost of these outings.

EMERGENCY PLANNING

Third Crossing Manor has an Emergency Planning Committee with a mission to provide the residents, their families, employees, and all other persons who enter the facility with security in the knowledge that there are written procedures, complimented with continuing education to deal with emergency situations that may be hazardous to their health, safety and general well-being.

FIRE SAFETY

Third Crossing Manor has monthly fire drills to practice and prepare staff and residents in the event of an actual fire.

See attached Appendix B for “Floor Plan of Third Crossing Manor and Fire Exits”.

If you are visiting at Third Crossing Manor and locate a fire in a resident’s room or any other area, please take the following steps:

- Remove the resident (s) from immediate danger
- Shut the door
- Locate a staff member who will activate the fire alarm system

If you are visiting a resident and you hear the fire alarm:

- Remain with the resident
- Follow the instructions from a staff member

SAFETY AND SECURITY

Every resident in a personal care home is provided with a safe, secure and comfortable environment, consistent with his and her care needs. The building and equipment are maintained to ensure resident safety.

Some exits are controlled with keypad locks, while others have a Roam Alert System. Doors are locked from 2000 hours – 0630 hours and there is a door and alarm system at the Team Centre.

SMOKING

Southern Health–Santé Sud, as a provider of health care for the community, has established and will maintain the most safe and effective environment possible in which to deliver health care services. Therefore, smoking shall not be permitted in Southern Health–Santé Sud facilities, offices or vehicles, by the public, patients, residents or employees.

ALCOHOLIC BEVERAGES

You are permitted to consume limited amounts of alcohol beverages in your room provided there are no medical or pharmaceutical contraindications. You or your family is responsible for purchasing alcohol for your use. Alcohol will be kept in the medication room and administered by a nurse.

PETS

We are unable to accommodate personal pets. Visitors are encouraged to bring in their family pets (on a leash). Pet therapy can provide great enjoyment and have a positive impact on many residents. The pets must have proof of up to date vaccinations and must have a good disposition.

RESIDENT/FAMILY PROGRAMS

RESIDENT/FAMILY COUNCIL

The Resident/Family Council is composed of residents and family members and is co-chaired by activity and social work staff.

Membership is open to all residents and their family members. The Resident/Family Council meets 5 times a year or as needed to discuss resident related issues. Activities or social work can be contacted ahead of time to arrange items for the agenda. Minutes and agendas are posted on the Resident Information bulletin board located at the front entrance. A Suggestion Box is located by the Business Office. Suggestions are always welcome.

RESIDENT & FAMILY CONCERNS PROCEDURE

It is the policy of Third Crossing Manor that you and your family members have an avenue through which issues or concerns related to the quality of care and services can be addressed. Concerns may be brought to the attention of the nurse on duty. If the issue can't be resolved, the Client Services Manager may be contacted. If the issue still remains unresolved the manager would then be contacted or you may fill out a complaint form and leave it for the Client Services Manager.

VISITING

Visitors may drop in from 8:30 am – 9:00 pm. If a resident is ill or dying, family/friends are welcome to remain with their loved one beyond these hours. Family and friends are encouraged to visit regularly.

PARKING

Visitor parking is provided in the front parking lot directly across from the entrance. Visitors may also park in the visitor parking lot south of the courtyard.

COMMUNICATIONS

Open communication is encouraged at all times. You and your family may approach staff members regarding your concerns. If necessary, the staff member will refer you to the appropriate professional or administrative personnel.

SERVICES AVAILABLE

MEDICAL

A qualified physician supervises the medical care of every resident. Physicians from Gladstone Health Centre visit on a rotating basis. If you have not been under the care of a physician at Gladstone Health Centre prior to care home placement, one will be designated for you.

You may consult with a specialist if you desire or when referred by your attending physician. It is important for you or your family to advise the nurse of such appointments so a referral sheet can be completed. This contains an up-to-date medication profile, recent lab results, and important medical information. Arrangements for transportation to and from the appointment are the responsibility of you or your family. Any prescriptions for medications prescribed by the specialist are to be given to the nurse. The nurse will then notify the attending physician.

If the physician orders hospitalization for you, your family will be notified and appropriate plans made for the transfer. Ambulance coverage is available and it is strongly recommended that you consider purchasing a policy to cover ambulance costs.

GERIATRICIAN SERVICES

A geriatrician is a medical doctor who specializes in treating the elderly. Referrals to the geriatrician are made through your attending physician.

PSYCHIATRIC SERVICES

A psychiatrist is available on a consultation basis. Referrals to the psychiatrist are made through your attending physician.

SOCIAL WORK

The social worker provides social, emotional and psychological support and acts as an advocate for families and residents as determined by their needs.

The social worker is available to provide consultation and intervention services to residents and families in areas such as adapting to a new home, grief issues, coping with illness and caregiver support, etc. Social worker will also assist you with pre-admission and provided information about admission process.

The social worker can be contacted directly or reached through the administrative assistant responsible for resident finance or through the client services manager for TCM.

PHILOSOPHY

The Social Worker values and respects the inherent uniqueness of every individual and believes in the resident's right to dignity and quality of life.

NURSING

Professional nurses and health care aides are on duty for 24 hours a day. The nursing staff provide and co-ordinate resident centered and family focused care.

We strive to meet each resident's physical and psychosocial needs by providing care that is focused on respect, dignity and each person's inherent right to make individual choices. We maximize each resident's individual functional capabilities by promoting, supporting, maintaining and or restoring their well-being.

Conferences are scheduled regularly to ensure that you and your family have input into decisions regarding your care and also to provide you with an opportunity to evaluate the care you receive. Conferences are held eight weeks after admission, annually and when a need is identified. The nurse will notify you of the date and time.

We will assist each resident to arrive at a peaceful and dignified death through palliative and supportive care.

PHARMACY

Most medications prescribed by the physician are covered by Manitoba Health. Some are not approved and payments for these are the responsibility of the resident. A registered nurse, registered psychiatric nurse or licensed practical nurse administers all medications. A pharmacist is available for consultation.

INFECTION CONTROL

Third Crossing Manor has an active Infection Control program focused on prevention. Pneumovax is offered at this time. Flu shots are available on a yearly basis and unless contraindicated, it is recommended that you receive one.

Occasionally you may acquire an infection that requires special intervention. Should this happen, nursing staff will be required to implement special precautions and you and your family will be made aware of the special procedures required during this time.

ACTIVITY DEPARTMENT

The activity department is responsible for the development and implementation of suitable activities for all residents at Third Crossing Manor. These programs and services are established according to the identified needs of each individual in order to enhance and enrich your quality of life.

Two boards are located in the hallway by the nursing centre, one showing the planned monthly events and the other board indicating the daily activities. A newsletter and calendar of events are included with the monthly statement of your rent and trust accounts. Family and friends are encouraged to participate in any of these programs with you.

VOLUNTEERS

Volunteers at Third Crossing Manor greatly enrich the lives of residents by donating time, ideas and enthusiasm. Their time may be devoted to visiting, reading, writing, playing cards, outings, baking, woodworking, etc.

Volunteers are a very important component of the activity program and if your family or friends are interested in becoming a volunteer they can contact the activity department.

COMFORT & FAMILY ROOMS

The Comfort Room is available as a quiet area for you and your family to meet in or have a quiet moment alone. Priority use of the room, however, will be given to relatives of residents who are palliative.

The Family Multi-Purpose Room is available for private gatherings. This can be booked through the business office or activities. Families who have large gatherings are required to pay for tea and coffee.

LABORATORY & IMAGING SERVICES

The Lab & Imaging department at Gladstone Health Centre provides lab services to Third Crossing Manor every two weeks. The lab technician will obtain blood specimens as ordered by the doctor. If x-rays are required they will be taken at the Lab & Imaging department at Gladstone Health Centre. If lab work were required during the week when services aren't available or if the physician orders x-rays/imaging the transportation policy would apply.

AMBULANCE SERVICE

Refer to the Southern Health-Santé Sud Admission Booklet for further information.

OCCUPATIONAL/PHYSIOTHERAPY SERVICES

Third Crossing Manor receives the services of an occupational therapist twice a month and a physiotherapist as needed.

The occupational therapist assesses a resident's ability to mobilize and determines the needs for such devices as walkers and wheelchairs. The occupational therapist may develop exercise programs for range of motion, strength and endurance. The occupational therapist completes an assessment on admission and then as required.

Physiotherapist will be consulted to provide input about treatment and exercises.

FOOD SERVICES

The Food Service department manages all the meals for residents. A registered dietitian consultant visits the facility on a weekly basis to assess and develop nutrition care plans for residents and to offer clinical diet counseling on various nutrition issues.

Meal times from Monday to Sunday are:

- Breakfast 8:45 am
- Lunch 12:00 pm
- Supper 5:00 pm

For those requiring assistance:

- Breakfast 9:00 am
- Lunch 12:15 pm
- Supper 5:15 pm

You are welcome to have guests for meals. Family and friends should notify the Food Service department one day in advance if they plan to stay for a meal. Payment of meals should be made to the Food Service staff.

Refreshments are offered to the residents between meals and at bedtime. Juices and milk are available in the Nourishment Centre located near the Team Centre. You may store your own food or beverages in this fridge but please make sure the items are labeled with your name and preparing day. Your family and friends are welcome to bring in favorite items, i.e. ethnic foods and special treats, but please check with the nurses regarding special dietary restrictions.

MAINTENANCE

The Maintenance department is responsible for ensuring safety and good repair of all facility equipment and property. The Maintenance department will assist with moving furniture and mounting pictures in your room if notified in advance. The upkeep of personal items remains the responsibility of you and your family. This includes walkers and wheelchairs, etc.

HOUSEKEEPING SERVICE

Resident rooms, corridors, bathing and public areas are cleaned regularly by the housekeeping staff. You are encouraged to participate in such activities as bed making and dusting if desired. The exercise is healthy and a feeling of self-worth is gained by being able to contribute to the care of your new home. It is the responsibility of you and your families to clean drawers on a regular basis and remove items that don't fit, are worn out, or are no longer in use however, in order to assist you, we might remove the above items from the drawers and place them in a plastic bag on top of wardrobe ready for you to remove.

HAIRDRESSER

Third Crossing Manor has a hairdressing salon. The hairdresser is available twice a week. Each resident is responsible for payment of these services.

TUCK SHOP

Third Crossing Manor has a small tuck shop located in the Main Lounge. It is open during activity hours. Drinks, sweets, snacks and personal hygiene items are available for purchase.

BUSINESS OFFICE

The business office is open Monday to Friday from 8:45 am to 3:15 pm with the exception of statutory holidays. This office is located near the front entrance. Any temporary or permanent change of address, telephone numbers, or next of kin must be communicated to the business office and nurse.

SPECIAL SERVICES (eye care, hearing, dental, podiatrist)

If you require the services of a specialist, you or a family member is responsible for scheduling and covering the cost of such.

PASTORAL CARE PROGRAMS

Worship services are held Wednesday mornings. These services are conducted by clergy and lay people from a variety of denominations. Regular clergy visits, along with special requests for visits are part of the pastoral services offered at Third Crossing Manor. Communion and other special services are also available.

The social worker will ask you about your church affiliation and your desire to be visited by your spiritual provider or not.

SUMMARY OF ADDITIONAL COSTS

The following list is a summary of services and items that are the responsibility of the resident:

- purchasing clothing and labels
- major repairs and alterations of clothing
- dry cleaning of clothing and other privately-owned items
- alcoholic beverages, tobacco products
- cosmetics, deodorants, toothpaste, etc.
- hairdresser/barber
- support hose
- hearing aids and batteries
- dentures, denture adhesive, denture cleansing supplies
- eyeglasses
- canes, walkers, wheelchairs and cost of repairs
- pressure cushions (only fire-retardant foams from a medical/surgical supply company are acceptable for use in the facility)
- slings for mechanical lift
- bracelet if resident is at risk of wandering out of the facility; family will be contacted for approval before the bracelet is applied
- any medications that are not covered by Manitoba Health
- special eating aides (e.g. sipper cup, large handled cutlery)

PLEASE refer to the Southern Health-Santé Sud Information & Policy Handbook pages 18-20 for more details on personal care home and resident responsibility of goods and services payment.

REMOVAL OF BELONGINGS UPON SEPARATION

As a service to the community and those waiting to be admitted to Third Crossing Manor, vacancies are filled as soon as possible. Following death or discharge of a resident, family or friends are requested to remove all of the belongings 24 hours following the time of death or discharge. The packing of personal belongings is the responsibility of the family. Staff will willingly assist if requested. Family is required to sign the List of Valuables Record when the belongings are removed from the facility.

CONTACT PERSONNEL

Manager – Third Crossing Manor	204-385-6123
Client Services Manager	204-385-2474 ext 2
Social Worker	204-385-2474 ext 3
Business Office	204-385-2474 ext 0
Activity Workers	204-385-2474 ext 6
Food Services Manager	204-385-2474 ext 4

PLEASE refer to the Southern Health-Santé Sud Information & Policy Handbook for the following information and services:

- Abuse Policy
- Advance Care Plan
- Ambulance Coverage
- Complaints and Concerns
- Communicable Disease Information
- Financial
- Health Care Directives in Manitoba
- Leaves, Hospital, Extended
- Participation
- Personal Health Information Notice
- Resident Bill of Rights
- Resident Family Council
- Restraint Policy
- Safety and Security