

1. What if there is another move delay? How will you contact us?

If there is a delay that affects your move, information will be communicated through your long-term care home (Dawson Court or Grandview Lodge) most likely by phone.

2. Can a resident's family members/friends pack their belongings?

Yes they can. Boxes with labels will be available. The long-term care home will let Power of Attorneys (POAs) know when packing can begin.

3. What happens to the pocket money (resident trust account) left in the account?

Residents can take money out to have during the transition period. The remaining money will be returned to the POA. It cannot be transferred to the resident trust account at Hogarth Riverview Manor.

4. How will SJCG get approval to occupy the new HRM?

The Ministry of Health & Long-Term Care must inspect the premise within ten days of occupancy and once we have their approval, we can begin to move residents.

5. When can we arrange for television and/or phone service?

You can arrange for television and/or phone installation now by calling Tbaytel (807) 476-1087. The installation will be coordinated to take place on the day a resident moves (or as close to this date as possible i.e. one day either side of the move date).

6. When and how will you communicate when we can access our family member's new room?

Staff from Dawson Court and Grandview Lodge will be calling all resident's POAs. We can provide this information to your long-term care home at that time.

7. What if my family member's move is delayed due to illness or inclement weather?

Grandview Lodge and Dawson Court staff will be calling all Power of Attorneys if this happens.

8. Can residents choose their own room at Hogarth Riverview Manor?

St. Joseph's Care Group, the City of Thunder Bay and the Northwest Community Care Access Centre worked together to ensure resident accommodation choices were considered. Residents have been assigned rooms based on the requested accommodation.

9. How many residents will move each day?

Approximately eight residents will move each day.

10. How will residents be transported to Hogarth Riverview Manor each day?

We will be using city buses and Lift+ transit (formerly Hagi Transit). We will ensure that the correct transit is selected based on the needs of each client. (e.g. Lift transit required due to width of wheelchair)

11. Can residents be transported to Hogarth Riverview Manor by family members?

Yes, this option is available; however, it must happen in the same time frame as the bus drop-off.

12. Can family members travel on the bus with their family member during the move?

We encourage family and friends of residents to be involved in all aspects of the move, however, due to limited space on the bus, family members must take their own transportation to Hogarth Riverview Manor. Family members are welcome to see their loved ones off from the city home and travel in their own car with the bus to Hogarth Riverview Manor so they can arrive at the same time.

13. Will furniture be moved for residents?

Yes. All furniture and packed boxes will be labeled and moved to Hogarth Riverview Manor the day prior to your move.

14. Will residents who shared the same room be placed together at Hogarth Riverview Manor?

Each resident at HRM will have their own room. Dawson Court residents will be together on Floors 2, 3 & 4. Grandview Lodge residents will be together on Floors 4, 5 & 6. We are doing our best to accommodate the wishes and needs of each resident.

15. Can family members have a meal with a resident?

There is limited space in the Resident Dining Room, but, we will do our best to accommodate extra diners. If space becomes an issue, we will look at a long-term solution based on each area's needs.

16. What are the staffing numbers?

7:00 AM to 11:00 PM (Day & Evenings)

1 Registered Nurse for four home areas (128 residents)

1 Registered Practical Nurse for one home area (32 residents)

3 Personal Support Workers for one home area (32 residents)

Additional home staff will be providing care during daytime and evening hours. e.g. Resident Engagement Coordinator, Managers, Life Enrichment, Spiritual Care, Social Workers

11:00 PM to 7:00 AM

1 Registered Nurse for eight home areas (256 residents)

1 Registered Practical Nurse for two home areas (64 residents)

3 Personal Support Workers for two home areas (64 residents)

*There is a higher staffing ratio in the Behavioural Services Unit).

17. Are we responsible for hanging photos, pictures in our room?

Our Building Services staff is responsible for hanging photos/pictures on the wall. Staff will provide sticky tape/notes for family to post on the wall where resident wishes pictures to be located.

18. My family member is currently located in a locked unit, why are they not moving to a secure/locked unit at Hogarth Riverview Manor?

We use the Wanderguard system at Hogarth Riverview Manor to keep residents safe while allowing them maximum freedom of movement in the home. Staff is alerted if a resident wanders too far from the unit or is close to an exit or elevator.

19. Will spiritual care services be offered at HRM?

Yes. The current chapel will not be available due to construction for the addition to HRM. We will have alternate locations available.

For more information, please email hrmfeedback@tbh.net or call 768-4455.