

## Hogarth Riverview Manor



## HRM COVID Information

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### Visiting

- Visitors, please ensure your mask is in place while you are wait for your Rapid Antigen Test result in Town Hall and common areas.
- Designated Caregivers providing assistance with meals are not permitted to remove their mask to consume beverages in the dining rooms.
- If a visitor tests positive for COVID on a Rapid Antigen Test at home or through Oak Medical please contact the COVID 19 Assessment Centre at 935-8100 to book an appointment to have a PCR test. After the isolation period, please bring proof of your PRC test to the screeners at the front entrance of HRM and you will not have to be Rapid Tested for 90 days.
- Visitors must wear a mask while visiting at Hogarth. The mask can be moved down to sip beverages and then replaced.
- Visitors are required to sign in and out on the unit.

## Alzheimer Society Thunder Bay

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### How a fidget sleeve or touch quilt can help someone with dementia

People living with dementia typically experience gradual decreases in brain function, and simple, repetitive movements, and sensory stimulation becomes important to reduce behaviours associated with dementia. As the disease progresses, peoples' hands become more nervous and fidgety, as they continually search for something to occupy them. Fidget Sleeves and Touch Quilts fulfill this pursuit, and provide senses of comfort through the hands and eyes. They also entertain people with dementia and can lift their spirits. Furthermore, these sleeves may occupy the person with dementia enough to allow their caregivers brief respite.

### How to request a fidget sleeve or touch quilt

\*Note the request must be from within the Alzheimer Society of Thunder Bay catchment area\*

1. [Download our request form](#). Fill out this form and email it to [volunteer@alzheimerthunderbay.ca](mailto:volunteer@alzheimerthunderbay.ca).
2. Phone the Alzheimer Society at **807-345-9556** to provide basic information about the person for whom the Fidget Sleeve is intended.
3. Visit our office at 180 Park Avenue, Suite 310.

# Resident Handbook

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The Resident Handbook is a great resource for information about the home. Please visit [www.sjcg.net](http://www.sjcg.net) or the link [http://www.sjcg.net/documents/books/SJCG-LTC\\_Resident-and-Family\\_Handbook.pdf](http://www.sjcg.net/documents/books/SJCG-LTC_Resident-and-Family_Handbook.pdf) to view the Resident Handbook.

## Dining Room Comment Cards

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- Please feel free to complete a dining comment card that are located in the dining rooms.
- Once the comment card has been completed please give it to the Dietary Aide, who will bring it to the Food Service Supervisor for review and follow. The comment card can also be placed in the locked box in the Town Hall.

If there are any dining or food related concerns that require immediate attention please contact the Food Service Supervisor's office at 625-1104.

## Concern Process

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If you have concerns about anything that you see or hear at Hogarth Riverview Manor, please let us know.

We encourage you to share your concern/complaint with the Registered Nurse (RN). The RN is available 24 hours a day to help or triage your concerns. There is an assigned RN for each of the clinical areas as follows:

1N .....	(807) 633-6303
Floors 2 & 3 .....	(807) 633-3623
Floors 4 & 5 .....	(807) 633-5344
Floors 6 & 7 .....	(807) 633-7814
Birch & Spruce .....	(807) 629-2075

HRM has a concern/complaint procedure in place. The clinical manager will be informed and follow up with your concern. If you do not feel that our concerns have been dealt with you can notify the Director of Care, Associate Administrator, or Administrator.

Director of Care .....	(807) 625-1110 ext 1208
Associate Administrator .....	(807) 624-1798
Administrator .....	(807) 625-1114

Ministry of Health and Long-Tem Care toll free number - 1-866-434-0144

## St. Joseph's Care Group Website

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Hogarth Riverview Manor is posting the updates/newsletter information on the St. Joseph's Care Group website, [www.sjcg.net](http://www.sjcg.net)

- The link to view the website information  
<https://sjcg.net/services/long-term-care/homes/updates.aspx>

## Family Council

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### How can I join the Family Council?

There is a family council bulletin board on every floor across from the elevators with information posted.

The Family Council is meeting via teleconference once a month at 1:00 pm. Any family member or friend of a resident that is interested in participating in the family council meeting is welcome to join the teleconference by calling 1-855-342-6455 access code 4488858.

- The next Family Council meetings are;
  - Thursday March 30, 2023
  - Thursday April 27, 2023

### How can I contact the Family Council?

- The family council has an email that can be used to contact the co-chairs.  
[hrm.fc.2020@gmail.com](mailto:hrm.fc.2020@gmail.com)
- There is a family council drop box in the finance office that is checked by the co chairs.

If you have any questions please contact Jessica Venasky, Resident Engagement Coordinator, at [Jessica.Venasky@tbh.net](mailto:Jessica.Venasky@tbh.net) or Jonathon Riabov, Administrator, at [Jonathon.Riabov@tbh.net](mailto:Jonathon.Riabov@tbh.net)

## Resident Council

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There is a Resident Council Representative on every floor. Residents please ask the Therapeutic Recreationist on your floor and they will guide you to the correct Resident Council Representative.

If you have a suggestion, comment or concern please bring this to your Resident Council Representative, they will bring your comment forward at Hogarth Riverview Manor's monthly Resident Council Meeting.

# Making Connections

## Support Group



### **Hogarth Riverview Manor**

Is pleased to offer this program designed for families and caregivers, to provide support and education. The sessions will cover various topics such as self care, ambiguous loss and grief, redefining caregiver's role/relationship, coping techniques and adjusting to Long Term Care.

The group will consist of four (4) weekly sessions  
held

**Monday afternoons, from 2:00 pm to 4:00 pm**

*Monday April 17, 2023 to Monday May 8, 2023*

For more information or to enroll please contact

**Caitlin Jones, Resident & Family Experience Coordinator at 625-1110  
Extension 1796**

## Hogarth Riverview Manor Bulk Laundry Service

- Personal laundry is collected from the units multiple times per day.
- Personal clothing is sorted from the linens and washed separately.
- All personal laundry is washed in industrial washing machines on a personal clothing cycle consisting of a warm presoak, warm wash 90F and cold rinse.
- Industrial laundry chemicals are used to clean the clothing and an odor free fabric softener is used to reduce static.
- Industrial Dryers are used to dry all personal clothing on a setting of 120F.
- Clothing is folded, filled on carts by unit and delivered to the units every second day.
- Hours of operation are 5:00 am to 6:00 pm daily.
- Lost and found is available in the laundry area during hours of operation.
- For viewing of the lost and found please contact the nursing team station for direction. Lost and Found viewing is also set up in Town Hall the first Wednesday of every month.
- Lost and found items are kept for 3 months and then donated.
- If you do not want clothing labeled or washed in house, please have nursing staff post a notice on the closet door "Do not label clothing, or "Family will do laundry"
- To contact the laundry call 625 -1110 Ex. 1106.

### Recommendations

- Ask clinical PSW/RHW to send all new clothing to be labeled with residents name and room number.
- Purchase comfortable pre shrunk cotton or easy care clothing.
- Clothing that will not easily wrinkle is preferable as ironing service is not provided.
- New clothing that may run in warm water to be washed at home first to reduce the risk of discoloring other resident's clothing.
- All clothing is washed together; we do not recommend any items that are white as it will not remain white.
- We cannot wash pillows or weighted blankets as it can cause damage to our frontloading machines.
- We do not recommend fabric such as rayon, wool, nylon, fleece or special blend fabrics as it will shrink or be damaged in the warm wash, hot dry cycles.
- Any special care items to be brought home by family to clean. Example: hang to dry, delicate, cold wash only, or hand wash only.
- If an item of clothing has been missing for 3 days or more please contact the laundry
- Laundry Services will not be responsible for lost or damaged