

Hogarth Riverview Manor



HRM COVID Information

Self-Screening

- Anyone who is not feeling well, or identifies noted symptoms, is asked not to visit Hogarth Riverview Manor until your fever is gone and your symptoms have improved for 24 hrs. (48 hrs. for gastrointestinal symptoms)

Mask Requirements

- Surgical Masks are still required to be worn within in all common areas of the home.
- Children over the age of 2 years are also required to wear a mask.
- Visitors and Caregivers must ensure a mask is donned immediately upon entry to the home.
- Visitors and Caregivers may only lower masks for sips of hydration while in common areas.
- Visitors continue to be permitted to remove their masks in the privacy of their loved ones room's as long as a staff member is not present.

Signing in

- All Visitors and Caregivers are required to sign in and out of the care unit at each of our home area nursing stations.

Elevators

- 4 passengers per elevator at one time

Front Entrance

- Please do not leave items at the front door for delivery. The front door is no longer staffed and we cannot guarantee that it will brought to your loved one.

HRM Décor Committee

- If you are interested in being a part of HRM's décor committee please contact Jessica Venasky at Jessica.Venasky@tbh.net

Court Yard Clean Up and Planting

- Court yard clean up and planting will take place on Friday June 16th weather permitting. Residents and family members are welcome to participate.

Book Lending Library

St. Joseph's Foundation Book Lending Library

The best books are shared. Take a Book or Give a book.

Our lending library is a self-serve lending program, available to any Residents, Family Members or Staff who wish to utilize it.

If you wish to take a book: Select a book, and keep it for as long as you like.

If you wish to give a book: Donate additional books to any open spaces on the cart.

If you wish to bring the cart to another location within the home:

Wheel the cart to another location for others to enjoy, but please return it to Town Hall.

Newspaper Process

- When the resident moves in to HRM their Power of Attorney (POA) must inform the Therapeutic Recreationist (TR) on their unit, that they have purchased and set up for their resident to receive a newspaper.
- Once we have received this information - the resident will have the newspaper delivered via their TR every morning.

Please note: HRM does not have direct communication with The Chronicle Journal in regards to resident's newspapers. We cannot confirm payment, or set up/cancel services. If we do not receive information that the residents is paying for paper service we are not aware they are to receive the paper and they will not be added to our list.

Concern Process

If you have a complaint or concern about resident care, or the operation of our home, please let us know.

Concerns and complaints can be shared directly in person with our Clinical Managers, or Department Managers during business hours, or through our Registered Nurse's (RN) on duty who will ensure your concern is shared with the appropriate Manager 24 hours a day by calling:

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

If you feel that your concern has not appropriately been addressed through our Clinical and Department Managers you can also notify the Director of Care, Administrator, or Associate Administrator in person or by calling:

Director of Care (807) 625-1128
Administrator (807) 625-1114
Associate Administrator (807) 624-1798

Written complaints can be submitted to the home “To the attention of the Clinical Manager, Department Manager, Director of Care, or Administrator” and dropped off to the Administration wing or our Finance Office.

If you feel that your concern has still not been addressed by the home, you can alternatively reach out to the following supports:

Ministry of Long-Term Care Family Support and Action Line: toll-free 1-866-434-0144 between: 8:30am - 7:00pm, 7 days a week or the Patient Ombudsman Action Line: toll-free 1-888-321-0339 between 9:00am to 4:00pm, Monday to Friday.

Following the Fixing Long-Term Care Act, 2021 (FLTCA), Whistle-blowing protections are in place to give anyone (residents, family members, staff or visitors) the confidence to bring forward anything concerns about a Long-Term Care Home without fear of retaliation.

Physicians

On March 30, 2022, all HRM Attending Physicians are independent with their practices. The Physician’s report to our Medical Director and not the home. There are no formal expectations for Physician’s to act outside of the Long Term Care homes Act.

Please work collaboratively with your Clinical Manager in an attempt to arrange a consultation with the Physician for your care unit during their rounding.

Hospital Appointments/Visits

Hogarth Riverview Manor the same as other Long Term Care homes is considered to be the resident’s home. When they go out for an appointment, transportation and associated costs are the responsibility of the Resident or their POA, as they would be, if living elsewhere within the community.

St. Joseph’s Care Group Website

Hogarth Riverview Manor is posting the updates/newsletter information on the St. Joseph’s Care Group website, www.sjcg.net

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

Pet Visitation and Approval Process

St. Joseph's Care Group allows family pet visitation with residents if it is deemed safe and appropriate.

Approval Process

1. Please ask Therapeutic Recreation staff, or Veronica Howarth, Life Enrichment Manager (2nd floor office across from Volunteer Services) for a Pet Visitation Request Form.
2. Return the completed form, and a copy of the pet's vaccinations to Therapeutic Recreation Staff or Veronica Howarth.
3. Once the pet has been approved, a Pet Visitor tag will be issued, please ensure the pet tag is visible at all times when in the building.

Family Council

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 board room or by teleconference by calling 1-855-342-6455 access code 4488858.

- The next Family Council meetings are;
 - Thursday May 25, 2023
 - Thursday June 29, 2023

How can I contact the Family Council?

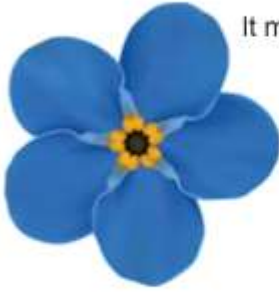
- The family council has an email that can be used to contact the co-chairs.
hrm.fc.2020@gmail.com
- There is a family council drop box in the finance office that is checked by the co chairs.

If you have any questions please contact Jessica Venasky, Resident Engagement Coordinator, at Jessica.Venasky@tbh.net or Jonathon Riabov, Administrator, at Jonathon.Riabov@tbh.net

Resident Council

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.



When I wander,
Don't tell me to come and sit down,
Wander with me.
It may be because I am hungry, thirsty, need the toilet,
Or maybe I just need to stretch my legs.

When I call for my mother,
(even though I'm ninety,)
don't tell me she has died,
Reassure me, cuddle me, ask me about her,
It may be that I am looking for security,
That my mother once gave me.

When I shout out,
Please don't ask me to be quiet ... or walk by,
I am trying to tell you something,
But have difficulty in telling you what,
Be patient. Try to find out.
I may be in pain.

When I become agitated or appear angry,
Please don't reach for the drugs first.
I am trying to tell you something,
It may be too hot, too bright, too noisy,
Or it may be because I miss my loved ones.
Try to find out first.

When I don't eat my dinner or drink my tea,
It may be because I have forgotten how to,
Show me what to do, remind me,
It may be that I just need to hold my knife and fork,
I may know what to do then.

When I push you away,
While you're trying to help wash me or get dressed,
Maybe it is because I have forgotten why,
Keep telling me what you are doing,
Over and over and over,
Maybe others will think,
You're the one that needs the help.

With all my thoughts and maybes,
Perhaps it will be you,
Who reaches my thoughts,
Understands my fears,
And will make me feel safe.

Maybe it will be you,
Who I need to thank.

If only I knew how.

Anon

