

## Hogarth Riverview Manor



### Signing In

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

### Court Yards

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We invite residents, family members, and visitors to water the flowers and garden boxes in the courtyards.

### Balconies

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The balconies are open for residents and families to enjoy.

### Food Trucks

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- Wednesday July 5<sup>th</sup> – Poppin' Hut Kettle Corn and Lemonade – 1:00-4:00 pm cash/debit
- Tuesday July 18<sup>th</sup> – Epic Cones – 12:00 – 4:30 pm – cash only
- Monday September 18<sup>th</sup> – Lento Wood Fired Pizza – 12:00-6:00 pm – cash/debit/visa
- Thursday September 28<sup>th</sup> - Lento Wood Fired Pizza – 12:00-6:00 pm – cash/debit/visa

### Laundry / Seasonal Clothing

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- Lost and found laundry viewing is the 1<sup>st</sup> Wednesday of every month from 3:00 pm to 5:00 pm in Town Hall.
- When bringing in new or seasonal clothing please ensure they are brought to the nursing station with the residents name and room number to be sent to laundry for labeling.

### Donations

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HRM does not accept donations of any kind. This includes clothing, blankets, furniture, electronics, art work, televisions, wheel chairs and other mobility aids. Upon a residents passing or discharge from the home, all of the residents belongs must be removed from the room.

## Concern Process

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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.

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

- The next Family Council meetings are;
  - Thursday July 27, 2023
  - Thursday August 31, 2023
  - Thursday September 28, 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.

## Pod Cast – Navigating the Emotional Journey of Long-Term Care

# She Flourishes

PODCAST



HOST: BRENDA JASMIN



GUEST: DEBORAH BAKTI

## NEW EPISODE

### Navigating the Emotional Journey of Long Term Care

<https://podcasters.spotify.com/pod/show/sheflourishes/episodes/33--Navigating-the-Emotional-Journey-of-Long-Term-Care-with-Deborah-Bakti-e25kp8h/a-aa05ucc>