



Hogarth Riverview Manor



Family Council – Everyone is Welcome!

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 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
- 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

Family Council Is Looking For Your Input

The Family Council of HRM is looking for your input into improving the day-to-day lives of their loved ones.

We are looking for suggestions on décor, murals you would like to see in the dining rooms, daily activities you would like to see more (or less) of, and any other suggestions that you think would make life at HRM more fulfilling.

We are a group of individuals with a wide variety of backgrounds, and we meet regularly to discuss life at HRM. It would be lovely to meet more family members and to hear from you!

Please contact the Family Council co-chairs at hrm.fc.2020@gmail.com to share your suggestions.

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.

Visitor/Family Update

Visitors and families are welcome to eat and drink anywhere in the home, now that masking is no longer required. However, during an outbreak, visitors and families are not permitted to eat or drink on the outbreak unit, or in the resident's room if they are in isolation.

Wander Alert

When visiting with a resident who has a wander guard, you must clear the wander alert at the key pad when you enter and exit the home. By clearing the wander alert this allows other visitors and residents to enter and exit the home.

Food Trucks

- Thursday August 3rd – Its All Good Food Truck – 11:00 am -2:00 pm – cash/debit
- Tuesday August 16th – Beaver Tails Food Truck – 11:00 am to 6:00 pm - cash/debit/visa
- Thursday August 17th – Its All Good Food Truck – 11:00 am -2:00 pm – cash/debit
- Thursday August 31st – Its All Good Food Truck – 11:00 am -2:00 pm – cash/debit
- Monday September 18th – Lento Wood Fired Pizza – 12:00-6:00 pm – cash/debit/visa
- Thursday September 28th - Lento Wood Fired Pizza – 12:00-6:00 pm – cash/debit/visa

Donations

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.

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.

Please refrain from visiting with your pets in the resident dining rooms especially during the meal times.

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.

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>

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.



The Fundamental Principle and the Residents' Bill of Rights under the Long-Term Care Homes Act, 2007

Home: the fundamental principle

1. The fundamental principle to be applied in the interpretation of this Act and anything required or permitted under this Act is that a long-term care home is primarily the home of its residents and is to be operated so that it is a place where they may live with dignity and in security, safety and comfort and have their physical, psychological, social, spiritual and cultural needs adequately met. 2007, c. 8, s. 1.

Residents' Bill of Rights

3. (1) Every licensee of a long-term care home shall ensure that the following rights of residents are fully respected and promoted:
 1. **Every resident has the right** to be treated with courtesy and respect and in a way that fully recognizes the resident's individuality and respects the resident's dignity.
 2. **Every resident has the right** to be protected from abuse.
 3. **Every resident has the right** not to be neglected by the licensee or staff.
 4. **Every resident has the right** to be properly sheltered, fed, clothed, groomed and cared for in a manner consistent with his or her needs.
 5. **Every resident has the right** to live in a safe and clean environment.
 6. **Every resident has the right** to exercise the rights of a citizen.
 7. **Every resident has the right** to be told who is responsible for and who is providing the resident's direct care.
 8. **Every resident has the right** to be afforded privacy in treatment and in caring for his or her personal needs.
 9. **Every resident has the right** to have his or her participation in decision-making respected.
 10. **Every resident has the right** to keep and display personal possessions, pictures and furnishings in his or her room subject to safety requirements and the rights of other residents.

11. Every resident has the right to,

- i. participate fully in the development, implementation, review and revision of his or her plan of care,
- ii. give or refuse consent to any treatment, care or services for which his or her consent is required by law and to be informed of the consequences of giving or refusing consent,
- iii. participate fully in making any decision concerning any aspect of his or her care, including any decision concerning his or her admission, discharge or transfer to or from a long-term care home or a secure unit and to obtain an independent opinion with regard to any of those matters, and

iv. have his or her personal health information within the meaning of the Personal Health Information Protection Act, 2004 kept confidential in accordance with that Act, and to have access to his or her records of personal health information, including his or her plan of care, in accordance with that Act.

12. **Every resident has the right** to receive care and assistance towards independence based on a restorative care philosophy to maximize independence to the greatest extent possible.
13. **Every resident has the right** not to be restrained, except in the limited circumstances provided for under this Act and subject to the requirements provided for under this Act.
14. **Every resident has the right** to communicate in confidence, receive visitors of his or her choice and consult in private with any person without interference.
15. **Every resident who is dying or who is very ill has the right** to have family and friends present 24 hours per day.
16. **Every resident has the right** to designate a person to receive information concerning any transfer or any hospitalization of the resident and to have that person receive that information immediately.
17. **Every resident has the right** to raise concerns or recommend changes in policies and services on behalf of himself or herself or others to the following persons and organizations without interference and without fear of coercion, discrimination or reprisal, whether directed at the resident or anyone else,
 - i. the Residents' Council,
 - ii. the Family Council,
 - iii. the licensee, and, if the licensee is a corporation, the directors and officers of the corporation, and, in the case of a home approved under Part VIII, a member of the committees of management for the home under section 132 or of the board of management for the home under section 125 or 129,
 - iv. staff members,
 - v. government officials,
 - vi. any other person inside or outside the long-term care home.
18. **Every resident has the right** to form friendships and relationships and to participate in the life of the long-term care home.
19. **Every resident has the right** to have his or her lifestyle and choices respected.
20. **Every resident has the right** to participate in the Residents' Council.

21. **Every resident has the right** to meet privately with his or her spouse or another person in a room that assures privacy.

22. **Every resident has the right** to share a room with another resident according to their mutual wishes, if appropriate accommodation is available.

23. **Every resident has the right** to pursue social, cultural, religious, spiritual and other interests, to develop his or her potential and to be given reasonable assistance by the licensee to pursue these interests and to develop his or her potential.

24. **Every resident has the right** to be informed in writing of any law, rule or policy affecting services provided to the resident and of the procedures for initiating complaints.

25. **Every resident has the right** to manage his or her own financial affairs unless the resident lacks the legal capacity to do so.

26. **Every resident has the right** to be given access to protected outdoor areas in order to enjoy outdoor activity unless the physical setting makes this impossible.

27. **Every resident has the right** to have any friend, family member, or other person of importance to the resident attend any meeting with the licensee or the staff of the home. 2007, c. 8, s. 3 (1).

Further guide to interpretation

(2) Without restricting the generality of the fundamental principle, the following are to be interpreted so as to advance the objective that a resident's rights set out in subsection (1) are respected:

1. This Act and the regulations.
2. Any agreement entered into between a licensee and the Crown or an agent of the Crown.
3. Any agreement entered into between a licensee and a resident or the resident's substitute decision-maker. 2007, c. 8, s. 3 (2).

Enforcement by the resident

(3) A resident may enforce the Residents' Bill of Rights against the licensee as though the resident and the licensee had entered into a contract under which the licensee had agreed to fully respect and promote all of the rights set out in the Residents' Bill of Rights. 2007, c. 8, s. 3 (3).

Regulations

(4) The Lieutenant Governor in Council may make regulations governing how rights set out in the Residents' Bill of Rights shall be respected and promoted by the licensee. 2007, c. 8, s. 3 (4).