

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 September 28, 2023
 - Thursday October 26, 2023
 - Thursday November 30, 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 and Family Satisfaction Survey

St. Joseph's Care Group is committed to ensuring that our residents and their family members receive the best possible care and services. Our vision is to be a leader in client-centered care. To improve, we need to hear from you.

- Our satisfaction survey will run from **September 11 to November 5, 2023**
- If you have any questions, please contact Hillary Maxwell at the Centre for Applied Health Research at 343-2431 ext. 2107

Food Trucks

- 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

Celebrating the Holiday's with a blast from the past!

- Please help us celebrate the Holiday Season at Hogarth! We ask family and friends to bring in a photocopied picture, or two of their loved one currently living at Hogarth during the Holiday Season. This may be from Christmas Day opening gifts, cooking turkey dinner, going on a sleigh ride, tobogganing, skating, or baking cookies- the list goes on! Please bring a copy of the photo to the Therapeutic Recreationist on your loved ones floor. We will then post these photos on the unit for all residents to enjoy, and reminisce while viewing all the past traditions our residents used to partake in! We cannot wait to enjoy a blast from the past with your family Holiday Memories!
- For more information please contact Veronica Howarth, Life Enrichment Manager at extension 1127 or the Therapeutic Recreationist on your floor (office located on South Side in towers, and Birch on Groves). Thank you in advance.

DementiAbility Shelves and Activities

Each unit now has a shelf in the living room with multiple activities asking “would you like to” complete the activity. These activities are DementiAbility based programs that may be a self-directed task, completed with a family, friend or staff member. All residents are welcome to utilize these activities. We ask that you follow the below directions when utilizing:

- Please take an activity item out of a basket from the shelf.
- Complete the activity.
- Put the activity items back into the basket on the shelf.
- These activities may be utilized at any moment to engage our residents, an example of this may be while a residents is waiting for their meal, or after their meal.
- Please place any found items back in the correct baskets at the end of each day, we appreciate the teamwork in keeping these activities organized and accessible at all times.
- If activities/ items are missing, please let the Therapeutic Recreationist on the unit know.

DementiAbility's goal is to expose the abilities – and the potential – of each person living with dementia. Through innovative evidence-based, person-centred education, resources, tips, tools and approaches to dementia care, professionals and other care partners will know how to support the whole person in a prepared environment (such as self-initiated activities in our DementiAbility shelves) that aims to set each person up for success thereby helping each person to live each day with meaning, purpose, high self-esteem, independence, love, a sense of belonging and joy through task like activities and programs.

For more information on DementiAbility you may visit : <https://dementiability.com/who-we-are/>

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.

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>

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 October 16, 2023 to Monday November 6, 2023

For more information or to enroll please contact

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