

## 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 October 26, 2023
  - Thursday November 30, 2023

### How can I contact the Family Council?

- Email the Family Council Chair at [hogarthfamilycouncil@gmail.com](mailto:hogarthfamilycouncil@gmail.com) or call and leave a message at (807) 625-1110 ext 1207
- There is a family council drop box in the finance office that is checked by the Family Council Chair.

## Masking

---

- Masks are required to be worn in all areas of the home by visitors, family and staff. Visitors may remove their mask only when in the privacy of their loved ones room, when staff are not present.
- All visitors will only be permitted to eat in the privacy of their loved ones room, when staff are not present.
- All visitors can consume beverages by simply lowering their mask to take a sip, as long as the mask is not removed outside of designated areas.

## Outbreak Update and Restrictions

---

### Visiting:

Each resident may have up to four (4) assigned Essential Caregivers visit them at a time during an active outbreak. No General Visitors are permitted to enter a home area experiencing an outbreak.

### Essential Caregivers:

Essential Caregivers must be at least 16 years of age and assigned by the POA or a capable resident, by completing the Designated Caregiver Assignment document located at the front desk, or by contacting one of the following persons:

Tawny ext 1073 Care Units: 1N,Groves,2,3  
Sarah ext 1281 Care Units: 4,5,6,7  
Jonathon ext 1114 Care Units: Any

### **General Visitors:**

All General Visitors include anyone who is not listed as an Essential Caregiver for a resident residing within the home.

### **Resident Recommendations:**

All Symptomatic Residents are **strongly encouraged** to remain within their room during their isolation period.

All Asymptomatic Residents from an outbreak unit, **are encouraged** to remain on their care unit, and are suggested wear a mask when outside of their room. Residents **may choose** to leave the outbreak care unit.

All Residents from an outbreak care unit, **are permitted** to go on a LOA, outside of the home, however **it is recommended** that they do not.

## **Visiting Units Not In Outbreak**

---

- General Visitors are permitted in care units that **are not** in outbreak.
- There is no limit on the number of Essential Caregivers or General Visitors permitted to visit indoors on non outbreak home areas.
- There is no limit on the number of outdoor visitors permitted at a time.

## **Vaccination Update**

---

In October we will be offering the annual Influenza Vaccine as well as the latest Covid-19 booster to our residents.

If you wish to have your family member vaccinated, please complete the consent forms available at all resident home area nursing stations, or on the [sjcg.net](https://sjcg.net) website under the Client and Visitor tab, by clicking Vaccine Forms.

Separate consent forms will need to be completed for the Influenza Vaccine and Covid-19 Booster doses.

If you have any questions please contact our Infection Prevention Control team at extension 1201 or 1245.

## **Position Descriptions**

---

Hogarth Riverview Manor has added the following staff and family resource positions to our team, in an effort to have resources and supports readily accessible as an extension to our current complaints management processes.

## **Resident and Family Experience Coordinator**

**Caitlin Jones - [807-624-1796](tel:807-624-1796) / Monday - Friday 8am to 4pm**

- The Resident and Family Experience Coordinator reports to the Director of Care and is scheduled during business hours. Their role acts as a liaison for residents and family members by providing system and resources navigation. They are responsible for receiving, investigating, delegating, and responding to resident and family inquiries, concerns and complaints regarding any aspect of care or services. This role will also reach out to new resident family members post admission to offer any additional supports that may be required.

## **Clinical Resource Coordinator (CRC)**

**Our home has several Clinical Resource Coordinator positions whom are attempted to be scheduled from 4pm to 12am Monday Through Friday and from 8am to 12am Saturday and Sunday.**

- Clinical Resource Coordinator's report to the Director of Care and are typically scheduled when available to be onsite in a supervisory capacity during non-business hours. Their purpose is to ensure the homes goals and objectives are met during regular leadership absence, by supporting clinical operations, and assisting Registered Staff with managing both clinical and non-clinical tasks to meet our resident needs. CRC's will follow up with home challenges in the moment and prepare follow up details for members of our Clinical Management team, the Administrator's or our Director of Care for follow up on the next business day. CRC's can be accessed by Families and Visitors through our Registered Nursing Team after business hours, when scheduling permits.

## **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**
- The satisfaction survey will be mailed to POA's that did not receive one in person.
- If you have any questions, please contact Hillary Maxwell at the Centre for Applied Health Research at 343-2431 ext. 2107

## **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.

## 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 any 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](http://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**

## TbayTel Partnership with St. Joseph's Foundation

---

Tbaytel's partnership with St. Joseph's Foundation of Thunder Bay has most recently focused on the development of the wellness trail and garden areas at Hogarth Riverview Manor, Sister Leila Greco, Sister Margaret Smith Centre, and the balcony space at Bethammi Nursing Home. Funding from Tbaytel allows clients of the Team Werks Program with St. Joseph's Care Group to build and install planters for residents and clients to enjoy, and utilize some of the resulting produce in the Green Werks Cafe. Community partners including the Regional Food Distribution Association and Indigenous organizations also benefit from donations from the gardens. We're in it together.

## 2023/24 Hogarth Riverview Manor Resident and Family Contact Numbers

### Administration and Support Services

Contact	Contact Number	Contact	Contact Number
Administrator - Jonathon Riabov	807-625-1114	Resident Counsellor Groves, 1N, 2, 3 - Tawny Roblin	807-625-1110 Ext. 1073
Associate Administrator - Marianne Kulp	807-624-1798	Resident Counsellor 4, 5, 6, 7 - Sarah Marshalok	807-625-1110 Ext. 1281
Director of Care - Kristen McRury	807-625-1128	Spiritual Care - Steve Robertson	807-625-1112
Resident & Family Experience Coordinator - Caitlin Jones	807-624-1796	Food Service Supervisors	807-625-1104
Family Engagement Coordinator - Jessica Venasky	807-768-4423	Laundry Department	807-625-1106

### Family Council Contacts

Family Council Voicemail: 807-625-1110 Ext. 1207

Family Council Email: HogarthFamilyCouncil@gmail

#### Spruce & Birch Grove Home Areas

Contact	Contact Number
Clinical Manager - Kylie Anderson	807-625-1110 Ext. 1282
Registered Nurse	807-633-6303
Spruce Grove Nursing Station	807-625-1120
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1032
Birch Grove Nursing Station	807-625-1121

#### 1 North Daffodil Home Area

Contact	Contact Number
Clinical Manager - Jennifer Mastrangelo	807-625-1108
Registered Nurse	807-633-6303
Daffodil Activity Room	807-625-1110 Ext. 1202
Daffodil Active Side Nursing Station	807-624-1751
Daffodil Step-Down Nursing Station	807-624-1750

#### 2 South Bluebell & 2 North Lavender

Contact	Contact Number
Clinical Manager - Ashlee Murphy	807-625-1113
Registered Nurse	807-633-3623
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1227
2 South Bluebell Nursing Station	807-624-1755
2 North Lavender Nursing Station	807-624-1754

#### 3 South Daisy & 3 North Lily

Contact	Contact Number
Clinical Manager - Ashlee Murphy	807-625-1113
Registered Nurse	807-633-3623
3 South Daisy Activity Room	807-625-1110 Ext. 1231
3 South Daisy Nursing Station	807-624-1758
3 North Lily Nursing Station	807-624-1757

#### 4 South Lilac & 4 North Iris

Contact	Contact Number
Clinical Manager - Lori Karasiewicz	807-624-1790
Registered Nurse	807-633-5344
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1238
4 South Lilac Nursing Station	807-624-1762
4 North Iris Nursing Station	807-624-1759

#### 5 South Orchid & 5 North Marigold

Contact	Contact Number
Clinical Manager - Lori Karasiewicz	807-624-1790
Registered Nurse	807-633-5344
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1243
5 South Orchid Nursing Station	807-624-1765
5 North Marigold Nursing Station	807-624-1764

#### 6 South Tulip & 6 North Rose

Contact	Contact Number
Clinical Manager - Mark Vaccher	807-625-1119
Registered Nurse	807-633-7814
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1250
6 South Tulip Nursing Station	807-624-1770
6 North Rose Nursing Station	807-624-1767

#### 7 South Violet & 7 North Trillium

Contact	Contact Number
Clinical Manager - Mark Vaccher	807-625-1119
Registered Nurse	807-633-7814
Therapeutic Recreation - Activity Room	807-625-1110 Ext. 1256
7 South Violet Nursing Station	807-624-1772
7 North Trillium Nursing Station	807-624-1771