

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 November 30, 2023
 - Thursday December 28, 2023
 - Thursday January 25, 2024

How can I contact the Family Council?

- Email the Family Council Chair at 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

Mask Friendly Zones: Where masks are recommended but not required to be worn by anyone.

- Main floor Town Hall area, all hallways, dining rooms when residents are not present, dining room service when meals are not being served, nursing stations, all offices, main kitchen, laundry area and stores.

Mask Mandatory Zones: Where masks must be worn.

Staff, Students and Volunteers:

- When providing direct care anywhere, in dining rooms during scheduled meal times, in the dining rooms during scheduled meal times, during therapeutic recreation or spiritual care activities, during any physiotherapy exercise.

Visitors and Caregivers:

- While visiting in a residents room (will not be enforced), in dining rooms during scheduled meal times, during participation in any therapeutic recreation or physiotherapy activities.

Outbreak Care Units:

- Masking remains mandatory for everyone in all areas of care units in outbreak.

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.

Helpful Hints / Gift Ideas

There are a number of very useful devices that many of our residents might appreciate and enjoy.

- The "Alexa" or "Google" devices are great for residents who would like to know what the weather is or for music.
- Universal remote controls for the TV with fewer buttons are sometimes more user friendly, such as the "Flipper".
- Pocket Talkers for those residents who are hard of hearing, but do not enjoy wearing hearing aides.
- Large button programmable telephones make phone calls to their loved ones easier.
- Large digital display clocks with the date are very helpful for orientation to the day.
- Digital photo frames are also a wonderful gift idea.

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

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

Laundry / Seasonal Clothing

- Lost and found laundry viewing is the 1st 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.

Antibiotics for Urinary Tract Infections in Older People: When you need them – and when you don't

Antibiotics are medicines that can kill bacteria. Health care providers often use antibiotics to treat urinary tract infections (UTIs).

The main symptom of a UTI is a burning feeling when you urinate.

However, many older people get UTI treatment even though they do not have symptoms. This can do more harm than good. Here's why:

Antibiotics usually don't help when there are no UTI symptoms.

Older people often have some bacteria in their urine. This does not mean they have a UTI. But health care providers may find the bacteria in a routine test and give antibiotics anyway.

The antibiotic does not help these patients.

- It does not prevent UTIs.
- It does not help bladder control.
- It does not help memory problems or balance.

Most older people should not be tested or treated for a UTI unless they have UTI symptoms. You should also not be tested 'just in case' there is a UTI.

And if you do have a UTI and get treated, you usually don't need another test to find out if you are cured. You should only get tested or treated if UTI symptoms come back.

Antibiotics have side effects.

Antibiotics can have side effects, such as fever, rash, diarrhea, nausea, vomiting, headache, tendon ruptures, and nerve damage

Antibiotics can cause future problems.

Antibiotics can kill "friendly" germs in the body. This can lead to vaginal yeast infections. It can also lead to other infections, severe diarrhea, hospitalization, and even death.

Also, antibiotics may help "drug resistant" bacteria grow. These bacteria are harder to kill. They cause illnesses that are harder to cure. Your health care provider may have to try several antibiotics. This increases the risk of complications. The resistant bacteria can also be passed on to others. If you get an infection from resistant bacteria, you may need more health care provider visits and medicines that cost more.

When should older people take antibiotics for a UTI?

If you have UTI symptoms, antibiotics can help.

- The most common UTI symptom is a painful, burning feeling when you urinate.
- Other UTI symptoms in older people may include fever, urge to urinate and frequent urination. Along with these symptoms, there can be pain on one side of the back below the ribs or discomfort in the lower abdomen.

Some kinds of surgery can cause bleeding in the urinary tract—for example, prostate surgery and some procedures to remove kidney stones or bladder tumors. If you are going to have this surgery, you may need testing and treatment for bacteria in urine.

Steps to help you prevent UTIs

Drink water. Most healthy people should remain adequately hydrated which means drinking enough water to avoid thirst. If you have kidney failure, you should talk to your health care provider about how much to drink.

Don't hold it in. If urine stays in the bladder too long, infections are more likely. Try to urinate when you first feel the need.

Use good hygiene.

- After a bowel movement, women should wipe from front to back, to avoid bringing bacteria into the urinary tract.
- Both men and women should urinate after sex to flush out bacteria.

Use urinary catheters briefly, if at all.

- Catheters are tubes put into the bladder to help with bladder control. They increase the risk of infection.
- Some people in long-term care, such as nursing homes, have catheters. They can be helpful in specific bladder conditions such as urinary obstruction or for comfort near the end of life. In other cases, ask caregivers or your health care provider to manage bladder-control problems without a catheter.
- If you are in the hospital with a urinary catheter, ask your health care provider if it can be removed as soon as possible. Even a few days with a catheter increases the risk of infection.

About Choosing Wisely Canada

Choosing Wisely Canada is the national voice for reducing unnecessary tests and treatments in health care. One of its important functions is to help clinicians and patients engage in conversations that lead to smart and effective care choices.

How this pamphlet was created:

This pamphlet was adapted with permission from a similar pamphlet used in the US Choosing Wisely campaign, organized by the ABIM Foundation. Modifications were made to ensure relevance for a Canadian audience. Canadian reviewers of this pamphlet included the Canadian Geriatrics Society.

This pamphlet is for you to use when talking with your health care provider. It is not a substitute for medical advice and treatment. Use of this pamphlet is at your own risk.