

## Hogarth Riverview Manor



## Family Council – Everyone is Welcome!

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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 January 25, 2024
  - Thursday February 29, 2024
  - Thursday March 28, 2024

### 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.

## Caregiver / Visitor COVID 19 Testing

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Caregivers or visitors whom believe there are COVID 19 positive can book a PCR test through the:

### Thunder Bay Assessment Centre

Thunder Bay Regional Health Sciences Centre  
980 Oliver Road  
Thunder Bay, ON  
P7B 6V4

### Hours

Monday - Sunday: 8 a.m. to 4 p.m. (closed from 12:15pm to 1:30 for lunch)

Phone number [1-807-935-8100](tel:1-807-935-8100) Website [www.tbdhu.com/coronavirus](http://www.tbdhu.com/coronavirus)

## Christmas Decorations

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Thank you Beverly and Francine for once again sharing your decorations to make the Town Hall and hallway beautiful this holiday season. The outside grounds with all the lights, and the home area decorations are really appreciated. ~ Family Council

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

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- 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.

## Christmas

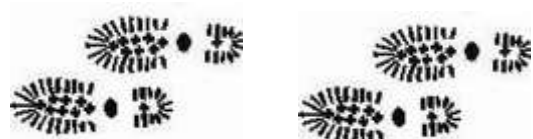
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- Please ensure that clothing, blankets or any fabric items residents receive for Christmas are sent to laundry for labeling.
- Staff are always appreciative of the thoughtfulness of residents and families at Christmas. Anything that is individually wrapped or packaged is always best. (for example - chocolates, candy, teas, hot chocolate packets, travel sized lotions and hand sanitizers)

## Inclement Weather Watch

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- With the weather and temperature changes this time of year, we encourage everyone to be mindful when walking outside.
- For everyone's safety wear weather appropriate footwear.



## 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 any 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>

## Hogarth Riverview Manor – Family Council

Hogarth Riverview Manor welcomes all new and existing families and friends to connect with our current Family Council Members.

Our Council is committed to providing mutual support, empowerment, and advocacy for family and friends of residents. Our goal is to improve and promote the quality of life for all residents and gives families and friends a voice in decisions that affect their loved ones in the home.

Our current membership welcomes you to be a part of our growing Family Council and invites you to connect with us to learn how you can participate in an upcoming meeting.

**Family Council Direct Contact:**

**Voicemail:** 807-625-1110 ext 1207

**Written Letter:** Dropped off to the Finance Office

**Email:** [hogarthfamilycouncil@gmail.com](mailto:hogarthfamilycouncil@gmail.com)

or

**Hogarth's Family Engagement Coordinator:**

Phone: Jessica Venasky: 807-768-4423

Family Council has regularly updated Bulletin Boards that are located within the foyers outside of each home area. The boards consist of the last meeting minutes, upcoming council events, and other home and council related details.

Members of the Family Council currently volunteer to participate in the homes Decor, Dining, Quality Improvement Planning, and Client Satisfaction Survey Planning Committees.

Monthly meetings are currently held in our main floor boardroom, on the last Thursday of each month.

Please contact our Family Council to express your interested in attending an upcoming meeting.