



## 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 meets once a month at 1:00 pm in the boardroom. Any family member or friend of a resident that is interested in participating, is welcome to join.

- 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.

## Happy New Year

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A huge thank you to all the staff that worked with our loved ones over the holidays, while being away from their own family and friends. ~ Family Council

## Masking Update

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All Visitors and Caregivers are strongly recommended to wear a mask in all indoor resident areas of the home, with the exception, that masks can be removed when in the privacy of a residents own room, or when physically eating or drinking with a resident in a communal space, which includes dining rooms.

Caregivers who are entering a home area experiencing an outbreak, are required to wear a mask at all times with the exception of when they are within the privacy of a resident's own room.

Printed copies of this reminder, as well as additional staff, volunteer, support worker, and security protocols, are available at the main desk in town hall.

## **(807) Area Code**

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Please remember to add (807) area code to your loved ones pre programmed phone numbers or they will no longer be able to call out.

## **Laundry / Seasonal Clothing**

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Please bring any new or seasonal clothing to the nursing station with the residents name and room number to be sent to laundry for labeling.

## **Resident and Family Hand Book**

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The Resident and Family Hand Book has been updated and will be posted on the St. Joseph's Care Group website.

## **St. Joseph's Care Group Website**

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Hogarth Riverview Manor is posting 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>

## **DementiaAbility Methods**

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At Hogarth we have welcomed the addition of door decals indicating the flower on each unit in the towers and, we will be adding the same decal to each dining room in the coming weeks. These may be used as wayfinding signs to orientate residents to the unit, by matching the flower in the dining room to the flower on the door. This can be used inform a resident: when you get off the elevator turn right and look for the lavender flower on the door, then enter your home area.

The Behavioural Support Transitional Unit (BSTU) now has beautiful decals on their entrance doors to the unit which has been very well received by families and residents.

In addition to this we have begun painting home areas with paint colours chosen by our residents to brighten up their space and make their home areas look and feel more like home, painting will continue into the new year. These changes are based off of DementiaAbility Methods as our home continues to work towards looking and feeling more like home, and integrating DementiaAbility practices over the coming years.

## 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.

# 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 1:30 pm to 3:30 pm**

*Monday February 5, 2024 to Monday February 26, 2024*

For more information or to enroll please contact

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