



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 March 28, 2024
 - Thursday April 25, 2024
 - Thursday May 30, 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.

Become a Client & Family Partner

A Client & Family Partner is someone who wants to help improve the quality of care for clients and families. They share insights and advice based on personal experience, and partner with staff to help improve the care experience.

Client & Family Partners can work with committees to improve services and participate in the employee hiring process. They can also help design staff education, and are a part of capital projects, program design, creating a safe and welcoming environments and enhancing culturally appropriate care.

For more information or to apply to become a Client & Family Partner, contact us at:

(807) 346-5238

engagement@tbh.net

Masking

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.

Laundry / Seasonal Clothing

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.

St. Joseph's Care Group Website

Hogarth Riverview Manor is posting 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>

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.