



## 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 April 25, 2024
  - Thursday May 30, 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.

## Client & Family Partners



Do you know a current or past client of St. Joseph's Care Group and/or their family member or caregiver who is willing to use their voice to make a difference as a Client & Family Partner?

Client and Family Partners are volunteers who advocate and support change to improve client care experiences at SJCG. Some examples of this include:

- Sharing stories about care experiences at SJCG,

- Being part of committees and focus groups to influence important decisions,
- Supporting and help to deliver education to staff,
- Participating in interviews for staff
- Being part of improvement projects that strengthen services offered to all clients of SJCG.

If you would like more information and/or know a client who would be perfect for this role, please reach out to Nancy Thompson, Coordinator, Client Relations and Quality at 807-345- 2431 ext. 5238 for more information. Alternatively, information can be found on the Intranet via Volunteers/Client and Family Partners.

**\*\*Please note that registration as a volunteer is required\*\***

## AA Meetings

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Residents struggling or looking to discuss alcohol use are welcome to attend open AA meetings in the Chapel every Friday from 6 pm – 8 pm.

Former AA members are welcome.

## COVID-19 Testing and Treatments

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Thunder Bay Regional Hospital's COVID-19 Assessment Centre final day was March 31, 2024. Moving forward, COVID-19 testing and treatments will be ordered through primary care providers. In cases where the administration of Remdesivir (I.V. antiviral) is determined appropriate, primary care can refer patients to Home and Community Care Support Services North West for treatment.

## Town Hall TV

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### **Attention: All Residents and Families**

The Town Hall Television is a shared device for the use of everyone. Recent incidents have occurred resulting in the need to remind everyone to be courteous and respectful of others.

### **Hogarth Town Hall Television Rules:**

1. If only one individual is present watching the Television, they may continue to do so as long as no one else arrives and wishes to change the channel.
2. When someone else arrives to watch television, or there is a group of individuals watching the Television, there will be a 30 minute maximum limit for the Individual in control of the channel changer. (no exceptions)
3. The television volume must be kept at a reasonable volume to allow others to converse within the Town Hall without disruption.

## Alternate Hogarth Television Options:

1. Alternate Hogarth televisions are located on each care unit, where nursing staff will help to manage use.
2. Each resident room has the ability to have Tbaytel television services purchased at the resident's expense, for anyone who does not wish to share or respect the rights of others.

## Notice of Potential Change:

1. Continued disagreements over the use of out Hogarth Town Hall television, may result in consideration of its removal

Please reach out to Jonathon Riabov Administrator 807-625-1114 if you have any questions regarding this memo.

## 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.

## 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.