



## 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 May 30, 2024
  - Thursday June 27, 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.

## Roof Repair

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All main level flat sections of the homes roof which include the dining and TV areas of Birch, Spruce, Willow, TCU, Chapel, Administration, and the Main Kitchen will be affected.

Duration: April 18, 2024 to approximately September 30, 2024

Work Hours: Monday to Friday 8:00 am to 4:30 pm

Expect mild construction noise and the sound of people walking above. Notice will be given to residents and families prior to any louder work scheduled to occur.

There are no plans at this time to close any of the courtyards, during the repairs, and residents will be permitted to utilize these spaces as they have in the past.

## **Dining Room Comment Cards**

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Please feel free to complete a dining comment card that are located in the dining rooms.

Once the comment card has been completed please give it to the Dietary Aide, who will bring it to the Food Service Supervisor for review and follow. The comment card can also be placed in the locked box in the Town Hall.

If there are any dining or food related concerns that require immediate attention please contact the Food Service Supervisor's office at 625-1104.

## **Hospital Appointments/Visits**

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Hogarth Riverview Manor the same as other Long Term Care homes is considered to be the resident's home. When they go out for an appointment, transportation and associated costs are the responsibility of the Resident or their POA, as they would be, if living elsewhere within the community.

## **Resident Mail**

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Resident mail is placed in the resident home area mailbox in the HRM mail room.

Resident Counselors collect this mail a minimum of 2x per week and deliver mail to residents. "Fun Mail" such as birthday day cards, church cards etc. to be put in the TR mailbox and TR's will deliver these items. Resident Counselors will open all other resident mail with the resident - and read the mail to the resident when appropriate.

Any bills will be directed to the resident to pay if capable, and families will be contacted by the Resident Counselor to issue a change of address if the resident is not capable of managing their finances. Resident Counselors will only make three attempts to contact the POA and this will be recorded in the electronic documentation system.

## **Caffeinated and Decaffeinated Beverages**

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Freeze dried ground coffee is our caffeinated option. This is served from our nestle machines. Individual packets for decaffeinated coffee are available upon resident request.

Red rose tea is the caffeinated product we carry.

Green tea is available upon resident request. Both are offered in individual packets.

# Vaccination Consent Forms

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Vaccination consent forms for COVID, Flu, and RSV are available at the Nursing Stations.

## 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.

## 2023/2024 Hogarth Riverview Manor Resident and Family Contact Numbers

<b>Administration and Support Services</b>	
Administrator - Jonathon Riabov	807-625-1114
Associate Administrator - Marianne Kulp	807-624-1798
Director of Care – Kristen McRury	807-625-1128
Resident & Family Experience Coordinator - Caitlin Jones	807-624-1796
Family Engagement Coordinator - Jessica Venasky	807-768-4423
Resident Counsellor Groves, 1N, 2, 3 - Tawny Roblin	807-625-1110 Ext. 1073
Resident Counsellor 4, 5, 6, 7 – Sarah Marshalok	807-625-1110 Ext. 1281
Spiritual Care – Steve Robertson	807-625-1112
Food Service Supervisors	807-625-1104
Laundry Department	807-625-1106

<b>Family Council Contacts</b>
Voicemail: 807-625-1110 Ext. 1207
Email: HogarthFamilyCouncil@gmail.com

<b>Spruce Grove &amp; Birch Grove Home Areas</b>	
Clinical Manager – Kylie Anderson	807-625-1110 Ext. 1282
Registered Nurse	807-633-6303
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1032
Spruce Grove Nursing Station	807-625-1120
Birch Grove Nursing Station	807-625-1121

<b>2 South Bluebell &amp; 2 North Lavender</b>	
Clinical Manager – Ashlee Murphy	807-625-1113
Registered Nurse	807-633-3623
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1227
2 South Bluebell Nursing Station	807-624-1755
2 North Lavender Nursing Station	807-624-1754

<b>4 South Lilac &amp; 4 North Iris</b>	
Clinical Manager – Lori Karasiewicz	807-624-1790
Registered Nurse	807-633-5344
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1238
4 South Lilac Nursing Station	807-624-1762
4 North Iris Nursing Station	807-624-1759

<b>6 South Tulip &amp; 6 North Rose</b>	
Clinical Manager – Mark Vaccher	807-625-1119
Registered Nurse	807-633-7814
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1250
6 South Tulip Nursing Station	807-624-1770
6 North Rose Nursing Station	807-624-1767

<b>1 North Daffodil Home Area</b>	
Clinical Manager – Jennifer Mastrangelo	807-625-1108
Registered Nurse	807-633-6303
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1202
Daffodil Active Side Nursing Station	807-627-1751
Daffodil Step-Down Side Nursing Station	807-627-1750

<b>3 South Daisy &amp; 3 North Lily</b>	
Clinical Manager – Ashlee Murphy	807-625-1113
Registered Nurse	807-633-3623
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1231
3 South Daisy Nursing Station	807-624-1758
3 North Lily Nursing Station	807-624-1757

<b>5 South Orchid &amp; 5 North Marigold</b>	
Clinical Manager – Lori Karasiewicz	807-624-1790
Registered Nurse	807-633-5344
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1243
5 South Orchid Nursing Station	807-624-1765
5 North Marigold Nursing Station	807-624-1764

<b>7 South Violet &amp; 7 North Trillium</b>	
Clinical Manager – Mark Vaccher	807-625-1119
Registered Nurse	807-633-7814
Therapeutic Recreation – Activity Room	807-625-1110 Ext. 1256
7 South Violet Nursing Station	807-624-1772
7 North Trillium Nursing Station	807-624-1771

# 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

**Monday afternoons, from 1:30 pm to 3:30 pm**

*Monday June 3, 2024 to Monday June 24, 2024*

For more information or to enroll please contact

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