



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 June 20, 2024
 - Thursday July 18, 2024
 - Thursday August 22, 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.

Notice of Assessment

For residents paying a basic rate who have qualified for a rate reduction, please provide Finance with a copy of their notice of assessment from their taxes.

Communal 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 with the wishes to change the channel.
2. When someone else arrives to watch television, or there is a group of individuals watching the television, a limit of 30 minutes will be in place for the individual currently in control of the channel being watched. (no exceptions)
3. The television must be kept at a reasonable volume at all times, allowing others to converse within the sitting and nearby dining area with minimal disruptions.

4. **During designated mealtimes, the television should be turned off.** There are exceptions where a resident’s plan of care may stipulate that the TV should remain on. When this occurs, staff must ensure that the volume remains at a level that is not disruptive to others and does not compete with the dining room music played during each meal.

Alternative Television Options:

1. An alternative communal television option is available within townhall, following the same 30 minute control guideline for channel selections.
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.

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.