



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 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.

Food Trucks

Beaver Tails food truck will be at HRM of the following days.

- July 4th – 11 am to 6 pm
- July 30th – 11 am to 6 pm
- August 15th – 11 am to 6 pm

Resident Trust Accounts

- Residents can establish a resident trust account with Financial Services. This account allows residents to access spending money. Residents may withdraw amounts up to \$50 at a time. You can also authorize pre-payments for items such as the hairstylist services or Ontario Drug Benefit Co-Payment fee. Resident trust account cannot exceed \$5,000.
- Please replenish resident trust accounts to ensure residents have money in there account for incidentals.

Resident Council Representatives

Residents who have suggestions, comments, or concerns can bring them forward to the Resident Council Representative. They will bring your comment forward at the Hogarth Riverview Manor's monthly Resident Council Meeting.

Please ask the Therapeutic Recreationist on your floor and they will guide you to the correct Resident Council Representative.

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.

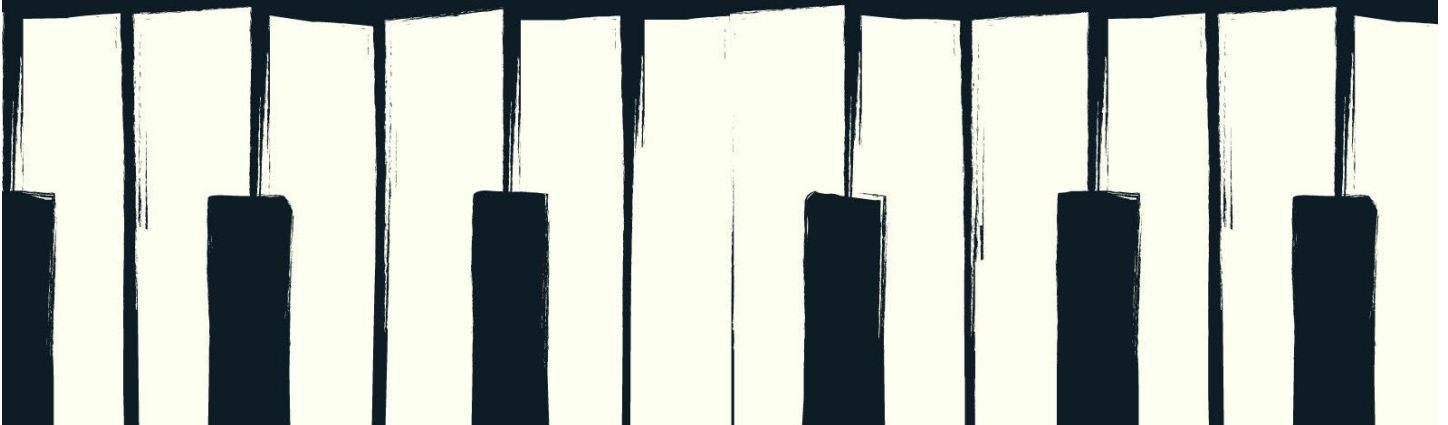
Following the Fixing Long-Term Care Act, 2021 (FLTCA), Whistle-blowing protections are in place to give anyone (residents, family members, staff or visitors) the confidence to bring forward any concerns about a Long-Term Care Home without fear of retaliation.

WE WELCOME ALL RESIDENTS,
STAFF, FAMILIES AND FRIENDS
TO PLAY OUR

HOGARTH PIANO

PLEASE CAREFULLY REMOVE THE BLUE
COVER AND REPLACE THE COVER
ONCE FINISHED

*Thank you for bringing music into our
home.*





ST. JOSEPH'S CARE GROUP

SCENT FREE

Please refrain from using perfumes, sprays, colognes, oils, as well as, strongly scented hair, body and deodorant products.

Please do not bring flowers or plants that produce a strong fragrance or odour into the building.

Fragrances can trigger a serious reaction for people who live with asthma, migraines, Chronic Obstructive Pulmonary Disease (COPD) and sensitivities.

