



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 August 22, 2024
 - Thursday September 26, 2024
 - Thursday October 31, 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.

White Board Tickets

As many family's members may have noted, Hogarth Riverview Manor Staff attend daily huddles on their home areas, were the staff go through a series of questions in a collaborated effort to overcome, and day to day operation challenges, prioritize work, celebrate experiments (white board tickets), and promote resident centered care.

Part of this process involves the review or creation of White Board Tickets (iCare Improvement Ticket).

A white board ticket is a concept/thought that a team member would like to experiment with to improve unit level performance or team culture. There are six parts to a white board ticket and they are readily available at each resident home area whiteboard. Please note that there is a maximum of 5 improvement tickets permitted on the huddle board at any time.

Sections of a White Board Ticket include:

- The Originator is the first section of a whiteboard ticket and identifies the individual with the idea
- The Improvement Idea is a section to capture concepts / thoughts on the front of the ticket.
- The Originator is the individual with the idea, and the owner is the one who could drive the idea towards its target outcome.
- The Owner is the one who could potentially drive the idea towards its target outcome.
- The Support Field includes others who may need involvement as well.
- The Tests of Change second on the back of the ticket itemizes all initiatives (work) being done to move the idea towards its desired outcome.
- The Solution and Results section summarizes the outcome of the experiment/idea.
- The Completion date is used for tracking purposes.

We also invite families and residents to initiate white board tickets, with the understanding that each white board ticket has the following items filled out.

Families and Residents must complete the following sections if creating a ticket:

- The Originators name
- The Date written
- One detailed improvement idea per ticket

Our staff will then put the ticket through our pick chart process to determine if the idea can be implemented, and if so an owner will then be assigned to the individual ticket, and the process will move forwards.

Please note that there will be some tickets that will not make it through the pick chart, and will end up kyboshed or modified depending on the idea being presented.

Alternatively, the Clinical Manager responsible for your home area, is always happy to bring your change ideas forward as a white board ticket on your behalf.

Century Club

The Century Club started in the Fall of 2022 and celebrates residents who have reached 100 years of age and older. So far, the club has recognized over 15 members, with the oldest resident being 106 years old.

Century Club parties are held three times a year in Town Hall at Hogarth Riverview Manor. Residents are excited to come together and celebrate with friends and family. Surrounded by balloons, banners, and signs, staff strive to commemorate each resident and at every club meeting, new members receive a congratulatory letter signed by the mayor of Thunder Bay.

The next celebration is on August 2nd at 2:00 pm in Town Hall where we will be celebrating 19 residents.

Friendly Reminders

Sign In and Out

All Visitors and Caregivers are required to sign in and out of the care unit at each of our home area nursing stations

Pet Visits

St. Joseph's Care Group allows family pet visitation with residents if it is deemed safe and appropriate.

Approval Process

1. Please ask Therapeutic Recreation staff, or Veronica Howarth, Life Enrichment Manager (2nd floor office across from Volunteer Services) for a Pet Visitation Request Form.
2. Return the completed form, and a copy of the pet's vaccinations to Therapeutic Recreation Staff or Veronica Howarth.
3. Once the pet has been approved, a Pet Visitor tag will be issued, please ensure the pet tag is visible at all times when in the building.

Please refrain from visiting with your pets in the resident dining rooms especially during the meal times.

Town Hall Programs

The Therapeutic Recreationist's (TR) at Hogarth are welcome to decide when Town Hall Programs/Events have reached their maximum capacity. The TR always keep resident and staff safety in mind when facilitating a program, ensuring proper laneways are clear for emergencies etc. We encourage family and friends to attend programs with their loved ones, however we reserve as many spots for our residents as possible, and we ask all family and friends to be mindful of this. Please ensure you are courteous if a TR informs you that we would like your chair for our resident, or that we have reached maximum capacity and a family, friend or resident cannot attend. We will do our best to ensure that resident participates next time. Thank you for your understanding.

Windows and Blinds

On hot, humid, sunny days, please keep the windows and blinds closed during the day time, so the air conditioner can work better to keep the home cool.

Furniture

Please return all furniture that you have moved both indoors and outdoors while you are visiting to the place you found them after your visit.

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.