



## 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 September 26, 2024
  - Thursday October 31, 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.

## Resident and Family Satisfaction Survey

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St. Joseph's Care Group is committed to ensuring that our residents and their family members receive the best possible care and services. Our vision is to be a leader in client-centered care. To improve, we need to hear from you.

- Our satisfaction survey will run from **September 9 to November 4, 2024**
- If you have any questions, please contact Hillary Maxwell at the Centre for Applied Health Research at 343-2431 ext. 2107

## Laundry Services Doorbell

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A doorbell has been added to our Laundry Service Hallway, for Families and Residents to utilize in order to gain supervised access to our Laundry Services Department. Should a staff member not respond to the bell when rung, please ask for further assistance within our Financial Office.

# Therapeutic Recreation Activity Suggestion Box

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A new Therapeutic Recreation activity suggestion box has been added in town hall for residents, families, visitors, and staff to suggest planned resident activities for consideration on future calendars. These suggestions will be collected on a monthly basis and reviewed during the Therapeutic Recreation staff member monthly activity brainstorming meetings.

## Town Hall Meeting

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In collaboration with our Resident and Family Councils, Hogarth Riverview Manor is hosting quarterly Town Hall Meeting, which will be held for any interested residents, caregivers, family, visitors, and staff members to attend.

This General Town Hall Meeting will be facilitated by Caitlyn Jones and future meetings will include differing speaker's dependant on the suggested content being covered.

The purpose of this Town Hall Meeting will be for information sharing, and will follow a posted agenda. Interested participants will have the opportunity to submit their suggested agenda topics with a clear purpose or question in advance to the meeting, and we will attempt to refrain from the addition of any open ended questions during the meeting.

Each meeting will be scheduled for one hour, and be offered twice in the evenings, and twice during business hours each year, allowing equal opportunity to attend a meeting.

### Standing Agenda Topics (if any):

- Satisfaction and Quality Improvement Plan updates
- St. Joseph Care Group updates
- Family and Resident Council updates
- Upcoming Hogarth Riverview Manor home projects
- Hogarth Riverview Manor staffing updates
- Additional topics requested in advance

**Please Note:** This meeting is not intended to be a forum to share concerns, complaints, or to debate a subject. Any deviation from the posted agenda will be redirected through the appropriate day to day communication channels.

### Meeting is scheduled to occur:

Date: Monday, October 28, 2024

Time: 1:00pm – 2:00pm

Location: Hogarth Riverview Manor Chapel

Deadline for receiving suggested agenda topics: 4:00pm, Thursday October 24, 2024

### Please phone or email your suggested agenda topics to:

Caitlin Jones, Coordinator, Resident & Family Experience

Phone: 807-624-1796

Email: [caitlin.jones@tbh.net](mailto:caitlin.jones@tbh.net)

# Respiratory Syncytial Virus (RSV) Vaccine

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Our home is once again offering the Respiratory Syncytial Virus Vaccine to our residents.

If you wish to have your family member vaccinated for RSV, please complete the consent form currently available at all resident home area nursing stations.

Consents can also be completed online,

By visiting: [www.sjcg.net](http://www.sjcg.net) website  
Clicking the: Client and Visitor tab  
Clicking the: Vaccine Forms.

Please note, that residents who were previously vaccinated for RSV in 2023, will not be eligible for this year's vaccination.

If you have any questions, please contact a member of our Infection Prevention Control team, at extension 1245 or 1201.

## 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.

# 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  
held

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

*Thursday October 10, 2024 to Thursday October 31, 2024*

For more information or to enroll please contact

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