



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 October 31, 2024
 - Thursday November 28, 2024
 - Thursday December 19, 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.

Resident and Family Satisfaction Survey

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

Outdoor Table Umbrellas

HMR has purchased wind resistant patio umbrellas that were trialed this past summer on the outdoor tables by Robin's. When the wind starts to pick up, the steel flex arms will bend and release to prevent damage to the umbrella. The easy-to-reach tilt

mechanism allows you to adjust the umbrella to block the sun at any angle. We will be purchasing more of these umbrellas for the court yards next summer.

Town Hall Meeting

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 Caitlin 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**
 - Tbaytel Senior Friendly Remotes
 - Sister Margaret Smith Centre private bookable space for HRM Residents

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:

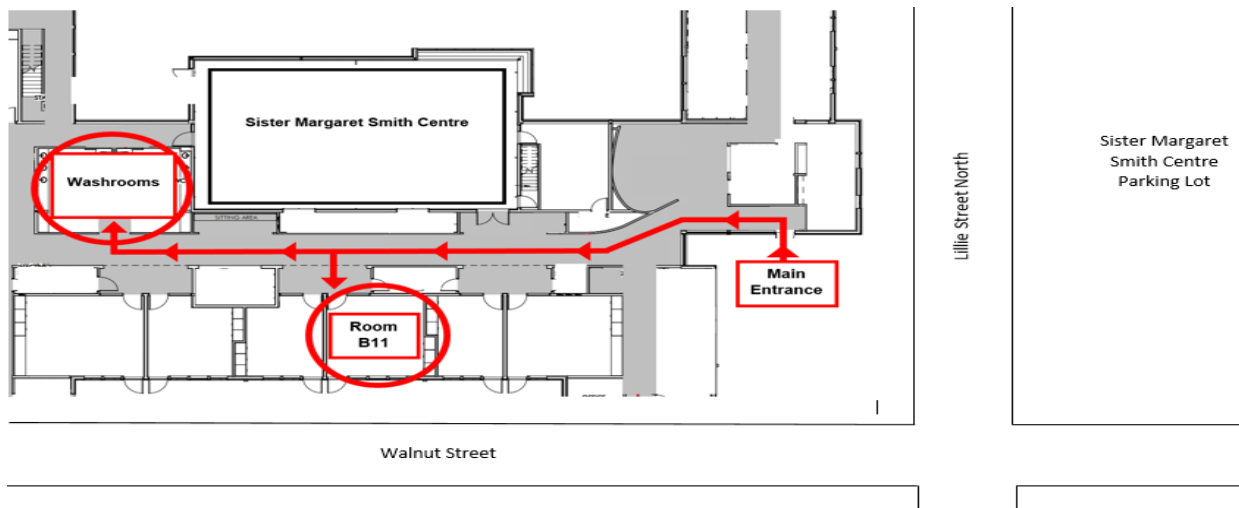
Caitlin Jones, Coordinator, Resident & Family Experience

Phone: 807-624-1796

Email: caitlin.jones@tbh.net

Bookable Space

Sister Margaret Smith Centre - Private Bookable Space for HRM Residents



We are happy to share that Sister Margaret Smith Centre (SMSC) located across Lillie Street from Hogarth Riverview Manor (HRM) has made one of their meeting rooms available each Sunday for HRM Residents and Families to book for small private events.

Booking Details:

- Room B-11 can now be booked on Sundays between the hours of 10am - 8pm.
- All bookings must be made at least 1 week in advance by emailing: SJCG.SMSClerical@tbh.net to request a specific Sunday and reasonable time slot.
- You will receive a confirmation email from SMSC if your booking has been approved.
- Alternatively you can attempt to book the room by contacting: Jonathon Riabov (807) 625-1114 or Crystal Phillips (807)768-4432.
- Cancellations of any approved booking, should be made by the same method booked, as early as possible to allow others an opportunity to book the space.
- The room can accommodate a maximum of **18 persons** and is equipped with tables and chairs.
- When booking the room, please ensure you have allotted enough time to complete your set up, take down, and cleanup including wiping of the tables and chairs following.
(The room must be left, in a state that is ready for the next user.)
- Use of the room will require a \$25 donation be made to the St. Joseph's Foundation of Thunder Bay: Areas of Greatest Need, Addictions and Mental Health Services, or the HRM account. The donation can be made through the following link or in person at the Foundation Office located within St. Joseph's Heritage, 63 Carrie St. Thunder Bay, and Monday to Friday from 8:30am to 4:30pm.

<https://www.sjftb.net/giving> , Donate , \$25, One-time, Please Direct my gift to: Select Program

Parking & Access:

- Parking is available across from the main entrance of the SMSC in Lot A, or beside the Centre in Lot B. There is signage for designated accessible parking spaces for those with a permit.
- Access into the building will be gained through the main door (across from Parking Lot A)
- Families are welcome to utilize one of the HRM main lobby transport wheelchairs to transport their loved one, if required.

Important Notes:

- There are no SMSC staff onsite Sunday's, so please ensure that you are prepared to be self-sufficient during your event. Safety Net Security Staff will be available in the event of an emergency, and there will potentially be other clients utilizing other spaces onsite.
- Please respect others privacy and ensure that music, and voices, and singing are kept at an appropriate level in order not to disrupt adjacent bookings.
- Families are responsible for bringing everything they need, including their own food, beverages, plates, napkins, utensils, serving utensils, condiments and creamer/sugar.
- Security will not assist with any "set up", "take down" or "clean up" during or following you're booking.
- Garbage cans, bags, and cleaning wipes will be supplied within the room.
- If you plan to post any wayfinding signs for your guests or decorations, you must ensure that only painters' tape is utilized and fully removed post event to ensure no wall damage occurs.

Washrooms:

- The public washroom is located at the end of the main hallway on the right side, and there is also an additional washroom with child change table located outside of room B-17 within the same hallway.

Please note that this bookable space is currently being offered on a trial basis.

Individuals whom choose not to follow the noted rules, will not be permitted to return and will count as a strike against the homes future authorization to utilize this space.

I look forward to a successful booking process of this newly available space, and for its continued success to fulfill a requested need for the private accommodation of small groups.

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.

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