



## 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 November 28, 2024
  - Thursday December 19, 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.

## Masking

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### Staff Masking Required

All staff from each department are required to wear a mask anytime when they are within 6 feet of a resident to provide care, support, or services for any prolonged instances, or anytime they enter a home area noted to be in an outbreak.

Ex. During provision of all care needs, while offering support with feeding, while cleaning an occupied room or making a repair, while conducting activities or exercises, while sharing an occupied elevator with residents, etc.

### Staff Masking Not Required (still optional)

Staff whom are conducting transient services near residents, and do not plan to remain with the resident for any period of time, are not required to wear a mask.

Eg. Delivering a snack or meal, clearing plates, collecting or delivering laundry, stocking resident supplies within a room, walking past residents, etc.

## **Areas That Do Not Require Masking**

Hallways, dining rooms and common areas when not providing support or activities to residents, vacant or unoccupied resident rooms, kitchen serveries, nursing stations, unoccupied activity rooms, town hall or other common areas while not sitting with a resident, and any non-resident areas, etc.

## **COVID-19 & Influenza Vaccines**

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Our fall, COVID-19 & Influenza vaccines have arrived. Our Infection Prevention and Control (IPAC) team are requesting that all Residents, and their Families consider consenting, for the fall COVID-19 & Influenza vaccine campaign.

Hard copies of the consent forms for completing in person, are available at the nursing stations on each floor.

Alternatively, consents can be completed electronically by visiting, <https://sjcg.net/services/vaccines/main.aspx>

Once resident consents are obtained, our IPAC team will arrange for the COVID-19 & Influenza vaccine doses, to be administered to residents, as they become eligible to receive the vaccine.

## **Power Wheelchairs**

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All residents in long-term care who utilize power wheelchairs for mobility are required to complete a safe driving assessment. If you observe any Hogarth residents driving unsafely, please inform the manager.

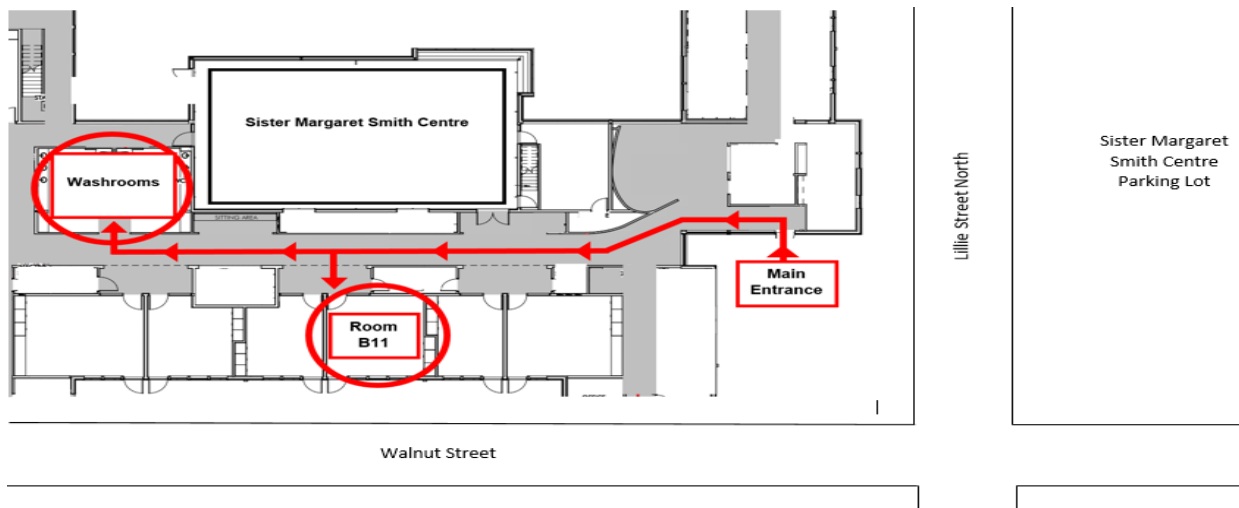
## **Assistive Devices Labeling**

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This is a friendly reminder to label your residents' walker, cane, wheelchair, glasses, dentures, and hearing aids. These assistive devices are essential for their safety and overall quality of life.

# 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](mailto: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 your 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

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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.

