

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 April 24, 2025
 - Thursday May 29, 2025
 - Thursday June 26, 2025

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.

Laundry Services

Doorbell

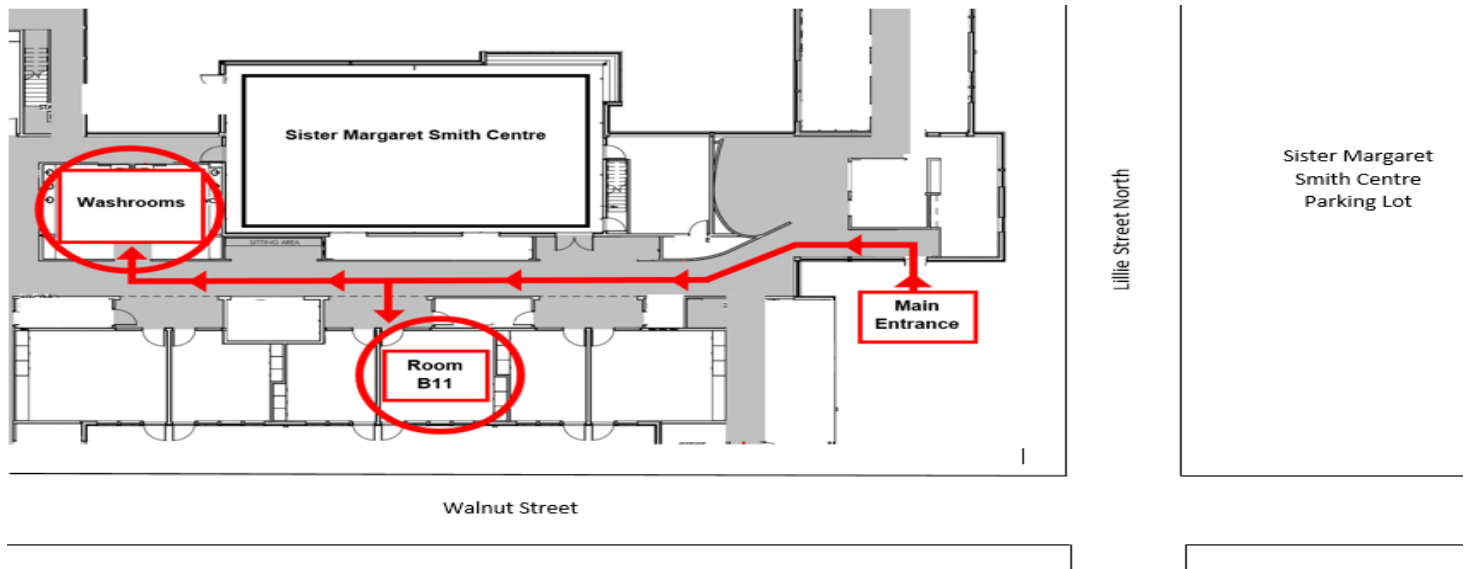
- A doorbell has been added to our Laundry Service Hallway, for Families and Residents to utilize in order to gain supervised access to our Laundry Services Department. Should a staff member not respond to the bell when rung, please ask for further assistance within our Financial Office.

Lost and Found / Labeling

- Lost and found laundry viewing is the 1st Wednesday of every month in Town Hall.
- Missing clothing items can also be retrieved from lost and found in the Laundry department. Ring the doorbell to gain access and staff support.
- When bringing in new or seasonal clothing please ensure they are brought to the nursing station with the residents name and room number to be sent to laundry for labeling.

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 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

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 Mangers 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.



VIRTUAL VISITS AT HRM

**Do you know of a resident that has a
loved one living out of town, or not able
to physically come to visit?**

**We can connect our residents with
these loved ones virtually!**

**PLEASE CONSIDER SENDING A REFERRAL TO
KASSIDY, HRM'S VIRTUAL VISIT FACILITATOR**

AT:
kassidy.furioso@tbh.net





Do you know a current or past client of St. Joseph's Care Group and/or their family member or caregiver who is willing to use their voice to make a difference as a Client & Family Partner?

Client and Family Partners are volunteers who advocate and support change to improve client care experiences at SJCG. Some examples of this include:

- Sharing stories about care experiences at SJCG,
- Being part of committees and focus groups to influence important decisions,
- Supporting and help to deliver education to staff,
- Participating in interviews for staff
- Being part of improvement projects that strengthen services offered to all clients of SJCG.

If you would like more information and/or know a client who would be perfect for this role, please reach out to Nancy Thompson, Coordinator, Client Relations and Quality at 807-345- 2431 ext. 5238 for more information. Alternatively, information can be found on the Intranet via Volunteers/Client and Family Partners.

****Please note that registration as a volunteer is required****