



Hogarth Riverview Manor



Hogarth Riverview Manor Family Council Invites You to Get Involved

Support. Empowerment. Advocacy.

WELCOME TO ALL FAMILIES & FRIENDS!

Whether you're new to HRM or have been with us for years, our Family Council is here for you. We're a group of dedicated family and friend advocates working together to:

- Support one another
- Empower voices of residents' loved ones
- Advocate for a better quality of life for all residents

Our Chair position is currently vacant, but our Council remains committed and active—and we need YOU to continue building a strong, inclusive voice!

WHY JOIN THE FAMILY COUNCIL?

As a member, you'll have the opportunity to:

- ✓ Help shape home Décor Planning
- ✓ Participate in Dining Committees
- ✓ Collaborate on Quality Improvement Planning
- ✓ Provide input on Client Satisfaction Surveys
- ✓ Potentially plan and execute fun and exciting membership events

MONTHLY MEETINGS

Location: Main Floor Boardroom

When: Last Thursday of each month

Time: 1pm – 2pm

STAY INFORMED

Check out our Family Council Bulletin Boards located in the foyers outside each home area. These boards include:

- Recent meeting minutes
- Upcoming events
- Council and home-related updates

WANT TO JOIN OR ATTEND A MEETING?

We'd love to connect with you! Please Contact:
Jessica Venasky – Hogarth's Family Engagement Coordinator
807-768-4423

Let's work together to ensure every voice is heard and every resident is supported.

Short Term Use Transport Wheelchairs



Transport wheelchairs are available to support any residents in need of short-term mobility assistance. They are intended for use within the home, particularly when a resident becomes fatigued, has experienced a fall, or requires brief transport.

To ensure these wheelchairs remain available for others, please return them immediately after use.

Thank you for your cooperation in keeping this shared resource accessible to all residents.

Four – Wheeled Walkers



Four-wheeled walkers are equipped with seats that are intended solely for resting. These seats should be used only when the walker is stationary and the brakes are fully engaged.

They are not designed to safely support a resident being pushed while seated. Doing so presents a significant fall and injury risk.

If a resident needs to be transported while seated, please use one of the short-term transport wheelchairs, available for use and stored in Town Hall.

Signing In

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

Court Yards

We invite residents, family members, and visitors to water the flowers and garden boxes in the courtyards.

Balconies

The balconies are open for residents and families to enjoy.

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.

Join Our Monthly Caregiver Support Group

Are you a caregiver for a loved one in long-term care? You are not alone! We invite you to our Hogarth Riverview Manor Monthly Caregiver Support Group, featuring a special presentation by Katie Bond, the Alzheimer Society Public Education Coordinator.



Date: Tuesday July 15, 2025

Time: 1:30pm – 3:00pm

Location: Hogarth Riverview Manor Chapel

Refreshments will be provided!

Interested in attending or learning more? Please RSVP to Caitlin Jones, RSW, Coordinator, Resident & Family Experience at 807-624-1796