



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: Thursday, September 25, 2025

Thursday, October 30, 2025

Thursday, November 27, 2025

Time: 1pm – 2pm

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.

Medical Services in HRM

Medical Services in the Home – What to Expect

At our long-term care home, we are committed to providing a warm and caring environment where residents feel safe, respected, and truly at home.

This is not a hospital or clinic – it is your or your loved one's home – and we approach care with that in mind.

Medical care is an important part of the support provided in the home and is delivered in a way that respects each resident's comfort and dignity.

The Medical Director is a physician who provides clinical leadership, ensuring that care is safe, appropriate, and based on current best practices. They also work closely with the care team to guide the overall approach to health and wellness in the home.

Attending Physicians and Nurse Practitioners are assigned to specific home areas and oversee the medical care of individual residents. While they are not on-site every day, they are available to provide support as needed. Their responsibilities include:

- Conducting annual physical exams
- Reviewing care plans
- Responding to significant changes in a resident's condition
- Prescribing, monitoring and adjusting medications as clinically indicated

They work in close collaboration with the Nursing team to assess resident needs and determine appropriate treatment options. There may be times when a resident requires care from a specialist or services only available in an acute care setting.

Our goal is to support each person's health while maintaining a strong focus on quality of life. We are here to provide care in a way that is respectful and consistent with the comforts of home.

Town Hall Meeting

Hogarth Riverview Manor - Town Hall Meeting

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

The purpose of this Town Hall Meeting will be for information sharing, and will follow a posted agenda.

Date: Tuesday September 23, 2025

Time: 1:00pm – 2:00pm

Location: Hogarth Riverview Manor Chapel

Facilitator: Caitlin Jones, Coordinator, Resident & Family Experience

Standing Agenda Items (where updates are available)

- 1.0 Welcome and introductions
- 1.1 Previous Business
 - No previous business brought forth
- 2.0 Satisfaction and Quality Improvement Plan updates
- 3.0 St. Joseph's Care Group & Hogarth specific updates
- 4.0 Family and Resident Council updates
- 5.0 Upcoming or Ongoing HRM home projects
- 6.0 Staffing updates
- 7.0 New Business
 - No new business
- 8.0 Next Meeting

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.

Abbreviations

Clinical Resource Coordinator (CRC)

Clinical Resource Coordinator's report to the Director of Care and are typically scheduled to be onsite in a supervisory capacity during non-business hours. Their purpose is to ensure the homes goals and objectives are met during regular leadership absence, by supporting clinical operations, and assisting Registered Staff with managing both clinical and non-clinical tasks to meet our resident needs. CRC's will follow up with home challenges in the moment and prepare follow up details for members of our Clinical Management team, the Administrator's or our Director of Care for follow up on the next business day.

Psychogeriatric Resource Consultant (PRC)

Psychogeriatric Resource Consultant (PRC) reports to the Clinical Manager, Specialized Geriatric Services (SGS), and supports healthcare providers in long-term care homes (LTCHs), care for older adults with neurocognitive disorders (e.g. dementia, delirium), other complex physical and mental health needs, and associated responsive behaviours.

Behavioural Support Lead (BSL)

Behavioural Support Lead (BSL) reports to the Clinical Manager, and provides individualized support to clients with responsive behaviours, respecting their physical, emotional, social, cultural and spiritual needs and preferences. The Behavioural Support Worker (BSW) is an active member of the Interprofessional Team, assisting in the planning, implementation and ongoing evaluation of individualized client-focused plans of care.

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.

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, facilitated by Caitlin Jones. This group provides a safe and supportive space for caregivers to connect with each other and share their experiences, challenges, and insights as they navigate their caregiver journey. Whether you are a new or experienced caregiver, we welcome you to join us and find comfort in the company of others who understand what you are going through.



Date: Tuesday August 12, 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