



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.

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 8 to November 3, 2025**
- If you have any questions, please contact Hillary Maxwell at the Centre for Applied Health Research at 343-2431 ext. 2107

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.

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.