



## 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, 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

## Resident Vaccinations

---

In October we will be offering the annual Influenza Vaccine as well as the latest Covid-19 booster to our residents.

If you wish to have your family member vaccinated, please complete the consent forms available at all resident home area nursing stations, or on the [sjcg.net](https://sjcg.net) website under the Client and Visitor tab, by clicking Vaccine Forms.

Separate consent forms will need to be completed for the Influenza Vaccine and Covid-19 Booster doses.

Currently the RSV vaccine is a single dose. If your family member has already received RSV they do not require it again.

If you have any questions please contact our Infection Prevention Control team at extension 1201 or 1245.

## 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

# Making Connections Support Group



## Hogarth Riverview Manor

Is pleased to offer this program designed for families and caregivers, to provide support and education. The sessions will cover various topics such as self care, ambiguous loss and grief, redefining caregiver's role/relationship, coping techniques and adjusting to Long Term Care.

The group will consist of four (4) weekly sessions

Held

**Thursday afternoons, from 1:30 pm to 3:30 pm**

*Thursday October 9, 2025 to Thursday October 30, 2025*

For more information or to enroll please contact

**Caitlin Jones, Resident & Family Experience Coordinator at 625-1110 Extension 1796**

# 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 about Advance Care Planning by Valerie Jensen, RN, Regional Palliative Care Clinical Coach, Ontario Health North West Clinical Co-Lead, Palliative Care, North West Regional Palliative Care Program, St. Joseph's Care Group.



Date: Wednesday October 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

# 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

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.