



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 January 29th, 2026

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

Laundry Labeling

- Please ensure that clothing, blankets or any fabric items residents received for Christmas are sent to laundry for labeling.

Chronical Journal Newspaper

- Please inform Veronica Howarth (Life Enrichment Manager) or the Therapeutic Recreationist on the unit if your resident would like to receive the Chronical Journal Newspaper, or if they have cancelled their subscription, to ensure they are added or removed from our delivery list.

The Gift Shop Space Update

Dear Residents and Families,

Thank you to everyone who has taken the time to share suggestions about the future of the vacant space within Janzen's Link, formerly the St. Joseph's Foundation gift shop. Your thoughtful feedback has helped guide our review of how this space could best support the Hogarth Riverview Manor community.

After careful consideration, and as part of our ongoing responsibility to support both quality resident care and staff wellness, St. Joseph's Care Group will be converting the former gift shop into a dedicated staff space. This quiet, healthy environment will give our team a place to rest, recharge, and regroup during their breaks, allowing them to continue providing the high level of care and support you deserve. Research consistently shows that well-rested staff communicate more clearly, respond more effectively, and deliver more compassionate care, all of which directly enhance the day-to-day experience of our residents.

While exploring options for the space, we also examined opportunities to lease the space for services suggested by residents and families. However, we were ultimately unable to secure a lease that aligned with both the proposed ideas and our existing contractual obligations.

We understand that the closure of the gift shop was felt as a loss by many, especially given its convenience and the enjoyment it offered as a place to browse. While the gift and clothing components are no longer available, the convenience items and browsing opportunities previously provided through the gift shop continue to be available through Janzen's Pharmacy and Robin's Donuts.

As we move forward, we remain committed to open communication. Construction and design work for the staff space are underway, with the goal of having the area ready for use in spring 2026. Any temporary disruptions in the Link will be clearly posted in advance.

Thank you for your understanding and for the many thoughtful suggestions you have shared over the years about this space. We remain committed to improving St. Joseph's Hogarth Riverview Manor in ways that support our residents, their families, and the staff who care for them.

Sincerely,



Jonathon Riabov
Administrator, Hogarth Riverview Manor

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



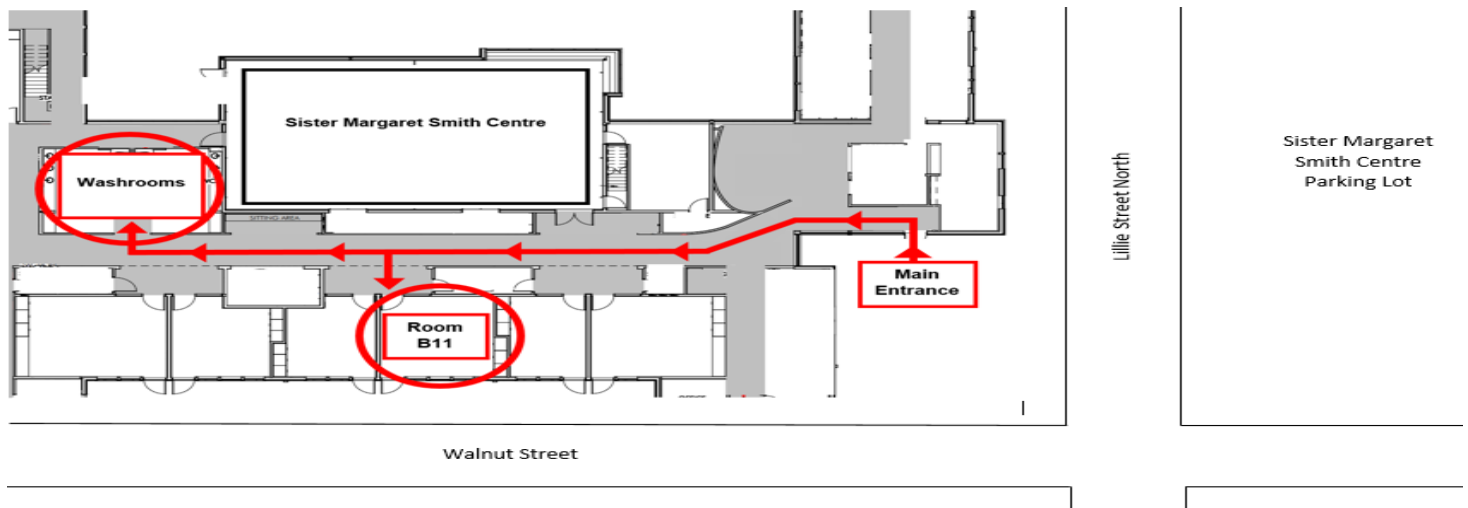
Four-wheeled walkers are equipped with seats that are intended solely for resting. These seats should be used only when the walker is stationary and the brakes are fully engaged.

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.

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.

Please note that HRM Townhall is not a bookable space. This space is only booked for Resident Programs. If you are looking to use this space or spend time with a loved one please be mindful of any upcoming programs in Townhall- you may find these programs on the Townhall calendar located on the front desk.

If you are in Townhall during set up time for an upcoming program, you may be asked to move by staff as they prepare for the program.

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 class with *Yoga Instructor Fatima Tavares*, as she leads the group through Embodiment Flow. A practice of mindful movement that connects body, mind and breath. This class invites you to slow down, tune into your body's sensations, and move intuitively with awareness.



Date: Tuesday January 13, 2026

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.