



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: March 26, 2026

Time 1:00 pm to 2:00 pm

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

Dining Room Comment Cards

Please feel free to complete a dining comment card that are located in the dining rooms.

Once the comment card has been completed please give it to the Dietary Aide, who will bring it to the Food Service Supervisor for review and follow. The comment card can also be placed in the locked box in the Town Hall.

If there are any dining or food related concerns that require immediate attention please contact the Food Service Supervisor's office at 625-1104.

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



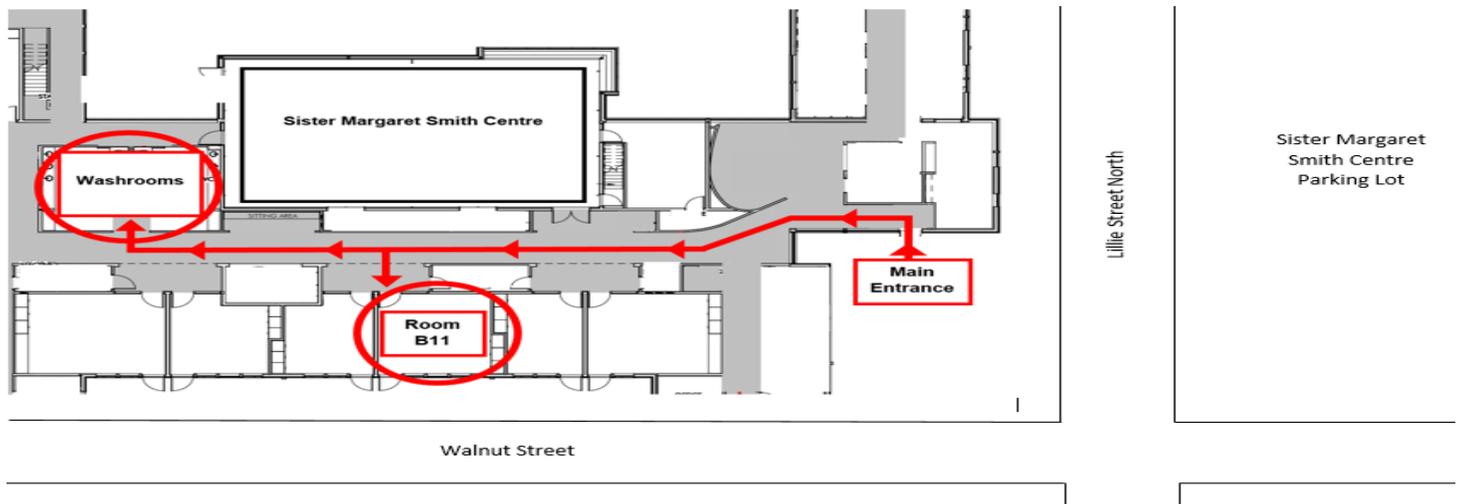
Four-wheeled walkers are equipped with seats that are intended solely for resting. These seats should be used only when the walker is stationary and the brakes are fully engaged.

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. Paladin 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.

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

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 about Palliative Care Approach to Care, by Valerie Jensen, RN, Regional Palliative Care Clinical Coach, Ontario Health Northwest Regional Palliative Care Program, St. Joseph's Care Group.



Date: Tuesday March 24, 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