



## Hogarth Riverview Manor



## Hogarth Riverview Manor Family Council Invites You to Get Involved.

### 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: June 18, 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

# Quality Huddles: Frequently Asked Questions

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At St. Joseph's Care Group, we are committed to providing safe, high-quality care for all residents. One way we do this is through Quality Huddles and Mandatory Program meetings. Residents and families are always welcome to join.

## Q. What is a Quality Huddle?

- A. A Quality Huddle is a short, 15-minute daily meeting where members of your care team:
- Share updates about what is happening on the unit
  - Discuss ways to improve how care is organized and delivered
  - Look for ways to make care safer, smoother, and better for residents

## Q. What is a Mandatory Program Meeting?

- A. A Mandatory Program is a meeting held weekly to focus on the 5 clinical programs:
- Falls prevention
  - Skin and wound care
  - Continence care
  - Palliative care
  - Behaviour management

Implementation of these programs are mandated by the Ministry of Long-Term Care to improve safety, health outcomes, and quality of life, for the residents of Homes across Ontario.

## Q. How can families share feedback or ideas?

- A. You can speak with any staff member at any time or share your ideas verbally during a Quality Huddle or by filling in an improvement ticket.

## Q. What is an 'Improvement Ticket'?

- A. An Improvement Ticket is an idea or suggestion shared by staff, residents, or families to improve care, safety, or resident quality of daily life in their Home.

## Q. What happens to the Tickets generated?

- A. Tickets are:
- Discussed in the Quality Huddle and the Mandatory Program meetings
  - Tracked on the Quality Whiteboard
  - Followed up and actioned

## Q. Why are Quality Huddles important?

- A. They help:
- Improve communication
  - Strengthen teamwork
  - Improve resident care
  - Act on improvement ideas

**Your voice matters. Your ideas make a difference.**  
**Quality Huddle & Mandatory Program Schedule – Long-Term Care**

**Hogarth Riverview Manor (HRM) St. Joseph’s Heritage (Bethammi)**

10:00 am	10:15 am	10:30 am	10:45 am
5N	5S	4S	4N
3S	3N	2S	2N
7N	7S	6N	6S
	1N	Spruce	Birch

2:30 pm	2.45 pm
2 <sup>nd</sup> Floor	3 <sup>rd</sup> Floor

**Quality Huddles (Daily – 15 minutes)**  
*Ask staff for the exact time in your home area*

**Mandatory Program Meetings**

**Hogarth Riverview Manor (HRM) – Weekly 30 minutes for each program from 1:30 pm to 2:00 pm**

- Monday – Contenance Care
- Tuesday – Pain & Palliative Care
- Wednesday – Falls & Restraints
- Thursday – Responsive Behaviours
- Friday – Skin & Wound Care

**St. Joseph’s Heritage (Bethammi) - Weekly 60 minutes for all 5 programs from 2:00 pm to 3:00 pm**

- Wednesday – All 5 Clinical Programs

**Mandatory Program Schedule**

HRM on 3 <sup>rd</sup> Floor Room 313					SJ Heritage (Basement)
1.30-2.00 PM					2.00-3.00 PM
Monday	Tuesday	Wednesday	Thursday	Friday	Wednesday
Contenance	Pain & Palliative	Falls & Restraints	Responsive Behaviours	Skin & Wound	All Programs

**Helpful Tip**

Look for the Quality Whiteboard on your unit / home area. This is where Tickets (improvement ideas and suggestions) are tracked and followed up.



## Beds in Abeyance

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We are expanding care capacity at Hogarth Riverview Manor to better meet community needs. It means that Willow and Cedar units will change from transitional care beds to long-term care beds by fall of 2026.

We are also opening a new 14-bed Community Transitional Unit called Aspen Place. It is where people who need supports wait for a space in the community to become available.

## Signing In

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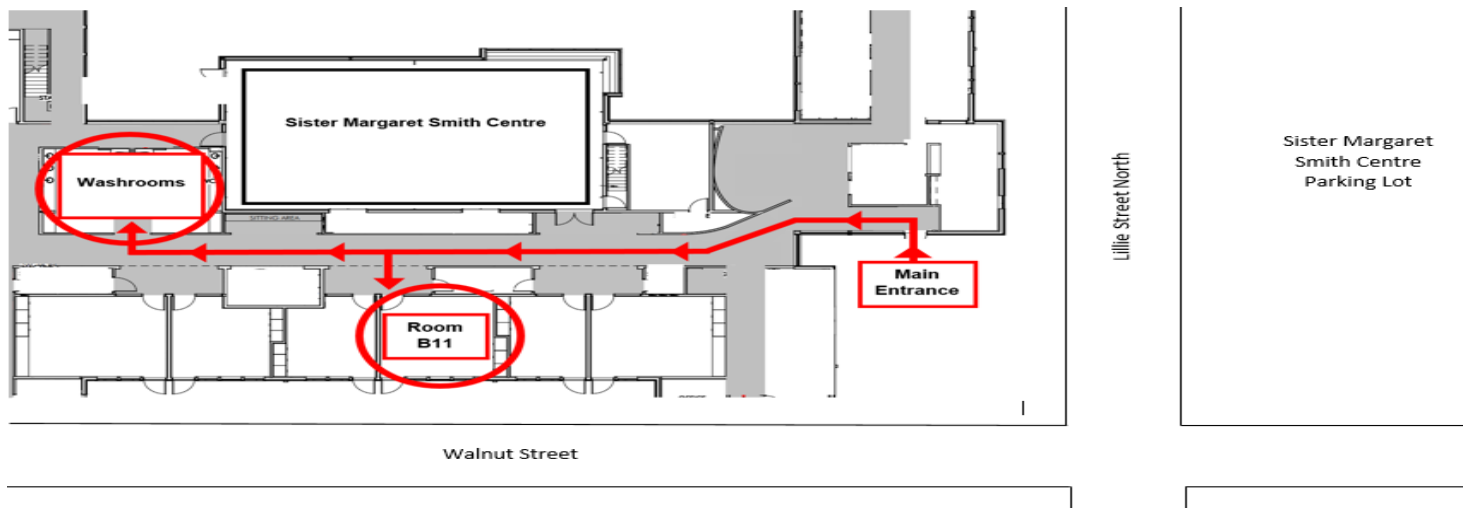
All Visitors and Caregivers are required to sign in and out of the care unit at each of our home area nursing stations.

Please inform staff and sign residents out when taking them off the unit.

## Bookable Space

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### 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](mailto: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.)

### **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

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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 by **Thunder Bay Police** on **Elder Abuse Awareness, Prevention & Community Supports**.



Learn how to recognize the signs of elder abuse, protect vulnerable seniors, and access helpful local resources in our community.



This is a welcoming space for caregivers to connect, share experiences, and gain valuable information and support.



*Refreshments will be provided!*

You are not alone. We are here to support you.



**Date:** Monday June 8, 2026



**Time:** 1:00pm – 2:30pm



**Location:** Hogarth Riverview Manor Board Room



ST. JOSEPH'S CARE GROUP



Interested in attending or learning more?

Please RSVP to Caitlin Jones, RSW,  
Coordinator, Resident & Family Experience  
at **807-624-1796**

