



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: July 30, 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

Cycling Without Age

Cycling Without Age Launch at St. Joseph's Care Group

Join us on **Monday, July 20 at 2:00 p.m.** at the entrance to **Chapples Trail beside Sister Leila Greco Apartments** to celebrate the launch of **Cycling Without Age** at St. Joseph's Care Group. Come and see our new **trishaw bicycle**, learn about this exciting program that will provide clients and residents with enjoyable outdoor rides, and connect with others in the community. **Refreshments will be available**, and we would love to see everyone there!



Chronical Journal Newspaper

Please inform Veronica Howarth (Life Enrichment Manager) or the Therapeutic Recreationist on the unit if you're 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.

Bookable Space

Hogarth Riverview Manor - Private Resident & Family Bookable Space

We are happy to share that through collaboration with our Resident and Family Councils, Therapeutic Recreation Team, and Building Services, we now have private a bookable space available to all HRM Residents and Families onsite.

Booking Details:

Room GB-124 located on Spruce Grove can now be booked Monday through Sunday between the hours of 10am and 8pm in two hour blocks as follows:

10am-12pm / 12pm-2pm / 2pm-4pm / 4pm-6pm / 6pm-8pm

- All bookings will be based on availability and should be made at least 1 week in advance whenever possible.

To inquire about booking the room, please contact:

- Veronica Howarth (807)625-1127 or Karli Gimondo (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 10 persons and is equipped with a rectangular table, as well as a small round table, 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 table and chairs following, as the room must be left, in a state that is ready for the next user.
- Please note that at anytime Spruce Grove is in outbreak, your booking will be cancelled without exception.

Parking & Access:

- All family members and additional guests are to utilize standard HRM Parking.
- There are no alternative access points to the bookable space, and exceptions will not be granted to utilize the fire exits.
- All participants must access the room by entering through the main Spruce Grove entrance.
- Families are welcome to utilize one of the HRM main lobby transport wheelchairs to transport their loved one, if required.

Important Notes:

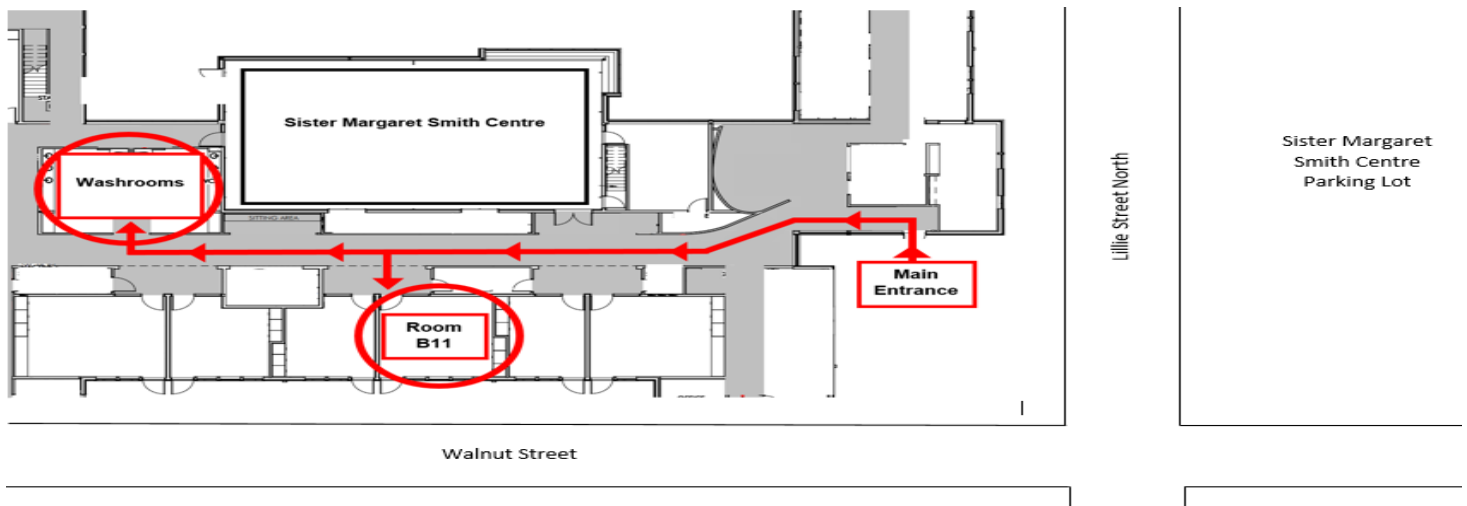
- Users of the room must note, that self sufficiency is mandatory, no catering, or staff support will be available during your event. (Housekeeping can be accessed for any major spills)
- Please respect others privacy and ensure that any music, and voices, and singing are kept at an appropriate level in order not to disrupt resident residing on the home area.
- 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 you’re booking.
- A Garbage can, cleaning wipes, and gloves will be supplied.
- If you plan to decorate for your event, you must ensure that only painters' tape is utilized and fully removed post event to ensure no wall damage occurs, and the room is ready for the next user.
- Individuals whom choose not to follow the noted rules, will not be permitted future bookings.

Washrooms:

- There is a public washroom located within the dining room on the home area. Alternatively there are also additional washrooms located behind Townhall.

I look forward to a successful booking process of this newly available space, and for its continued success to fulfill a requested need for onsite private accommodation of small groups.

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 Karli Gimondo (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 you’re 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.

Quality Huddles: Frequently Asked Questions

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 nd Floor	3 rd 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 – Continence 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 rd Floor Room 313					SJ Heritage (Basement)
1.30-2.00 PM					2.00-3.00 PM
Monday	Tuesday	Wednesday	Thursday	Friday	Wednesday
Continence	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.

iCare IMPROVEMENT TICKET

ORIGINATOR NAME

DATE

IMPROVEMENT IDEA

OWNER

SUPPORT

REPORTING UNIT	Building Level - Monthly					Unit Level - Monthly					Nurses for Improvement		Nurses for Education		Collaboration	
	1st	2nd	3rd	4th	5th	1st	2nd	3rd	4th	5th	1st	2nd	1st	2nd	1st	2nd
1st																
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We Are Here to Listen

Talk to your care team, join a huddle or a mandatory program meeting, and share your voice.

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 local author *Edith Gagne* as she shares her experience as an informal caregiver for her father.



Hear Edith Gagne's personal story as an informal caregiver for her father and gain insights, encouragement, and practical lessons learned along the way.



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 July 13, 2026



Time: 1:30pm – 3:00pm



Location: 5th Floor Classroom



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**

