



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

MONTHLY MEETINGS

Location: Main Floor Boardroom

When: August 27, 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

Vendor Information Showcase

Date: Mon. Aug. 17, 2026

Time: 1:30pm to 3:30pm

Location: Hogarth Riverview Manor – Town Hall

This informal two-hour event will provide local vendors with an opportunity to:

- Host a free table showcasing products and services designed for seniors specifically in LTC.
- Meet with interested residents and their families.
- Answer questions and provide educational information.
- Build awareness of your supports available within our community.

QUALITY HUDDLES

15 minutes that make a difference.



Join our daily Quality Huddles and help us provide the best care possible.



WHAT IS A QUALITY HUDDLE?

A short, 15-minute meeting held daily with your care team to:

- Share updates about what's 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



HOW CAN YOU SHARE YOUR IDEAS?

You can speak with any staff member at any time, share your ideas during a Quality Huddle, or fill out an Improvement Ticket.

iCare IMPROVEMENT TICKET

ORGANIZOR NAME _____

DATE _____

IMPROVEMENT IDEA

OWNER _____ SUPPORT _____



WHAT HAPPENS TO YOUR IDEAS?

- Discussed in Quality Huddles and Mandatory Program meetings
- Tracked on the Quality Whiteboard
- Followed up and acted on



Look for the Quality Whiteboard on your unit! This is where we track ideas and follow up.

QUALITY HUDDLES (DAILY - 15 MINUTES)

10:00 AM	10:15 AM	10:30 AM	10:45 AM
5N 3S 7N 1N	5S 3N 7S Willow	4S 2S 6N Spruce	4N 2N 6S Birch
Bethammi Daily Huddles 2:30 PM – 2nd Floor 2:45 PM – 3rd Floor			



ST. JOSEPH'S CARE GROUP

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 any time 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 though 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 is located within the dining room on the home area. Alternatively there are also additional washrooms located behind Town Hall.

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 join us for our Monthly
Caregiver Support Group.

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



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



Learn about helpful local resources
and community supports.



*Refreshments
will be provided!*



Date: Monday August 24, 2026



Time: 1:30pm – 3:00pm



Location: Board Room

Hogarth
Riverview
Manor



Interested in attending or learning more?

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

