

Norview Lodge Admission FAQ's

Who do I contact about admission to Norview Lodge?

- Hamilton Niagara Haldimand Brant Home & Community Care Support Services (HNHB HCCSS)
(519) 426-7400 or Toll free: 1-800-810-0000
You must contact HNHB HCCSS to begin the process and should keep in regular contact with your HNHB HCCSS Care Coordinator to update them about any changes that may be occurring

What documentation and other items do I need on admission?

- Power of Attorney for Personal Care and Power of Attorney for Property/Finances
 - Copies of blank forms can be obtained from Norview Lodge or by visiting the Ministry of Attorney General at:
<https://www.attorneygeneral.jus.gov.on.ca/english/family/pgt/incapacity/poa.php>
- Most recent Notice of Assessment
- Birth Certificate (if health card is the red & white version)
- Health Card
- Void check to set up Electronic Funds Transfer (EFT) payment
- Check or cash to deposit into the Resident's Trust Account
- Medication list (if coming from home)
- Clothing, pictures, and furniture if desired
 - Please note chairs must be leather or vinyl for infection control purposes and electronics must be checked by Maintenance prior to use

What types of accommodations are available?

- Norview offers basic/standard and private accommodations
 - Our basic/standard room has two (2) Residents per room, with each Resident having their own space for privacy, a large window, and a shared bathroom
 - Our private accommodation is one (1) Resident per room
- Accommodation fees are set by the Ontario Ministry of Health and Long-Term Care, with a rate reduction for basic/standard accommodation only available if eligible
 - A webpage was recently launched for the Rate Reduction Program at:
<https://www.ontario.ca/page/get-help-paying-long-term-care>
- Each style of accommodation is supplied with a bed, nightstand, table lamp, and a chair
- Each room is supplied with their own air and heat
- There are three (3) designated picture hanging spaces for each person
 - We strongly request that no additional holes be put in the walls

What is included with the monthly fee?

- 24 hour nursing and personal care which includes administering medications and assistance with activities of daily living (ADLs)
- Medical care under the Medical Director and Nurse Practitioner
- Medical supplies, incontinence products, or nursing equipment that may be necessary for care needs
- Bath or shower provided twice a week with assistance with daily washing in the morning and evening as needed and or/requested by the Resident
- Meal service and hydration which includes three (3) balanced meals and snacks given between meals and after supper
- Special and therapeutic diets, dietary supplements, and devices to promote independent eating if possible
- Social, spiritual, and physical activities and programs
- Laundry services which include labelling of clothes, laundering, and returning to the room
- Bedroom furnishing as noted above
- Cleaning and housekeeping of room
- Maintenance of a Trust Account

What additional costs are involved?

- Hair Care services
- Professional Foot Care
- Recreational events and outings
- Dental services
- Gift shop
- Medications that are not covered
- Cable services
 - Please note televisions are to be supplied by the Resident and must be no larger than 32 inches.
 - Norview Lodge will supply the cable box and hook-up of the television
- Telephone services (provided by Resident)
- Transportation and PSW accompaniment to and from medical appointments

What assistive devices does Norview Lodge help with?

- The Therapy Department assists with providing support for funding of devices such as wheelchairs, walkers and canes
- The Therapy Department also assess for any assistive devices required for eating, communication, therapeutic, and rehabilitation purposes

Can Residents go out for a period of time with family and/or friends?

- Yes and we encourage Resident's to do so
 - However, a Resident's health and mobility status should be considered when planning any absence or outing
- The LTCH Act Absence Policy allows for:
 - 48 hours per week of casual absence

- 21 days per year of vacation leave (overnight stays)
- Up to 30 days for any hospital medical absence
- Up to 60 days for a psychiatric absence
- During COVID-19, rules around outings from the home may change
 - Please visit our website or call the Norview Lodge Information Line at 519-426-0902 ext. 4241 for the most up to date information

Is there a room Family and Friends can book for events and/or celebrations? Can I dine with my loved one?

- Family has the option to enjoy a meal together with their loved one by purchasing a meal ticket
 - These tickets are available at the front desk during business hours
 - We ask that family and friends try to keep the meal to 2 visitors
 - If greater than 2 visitors we ask for prior notice to inform the kitchen
- During COVID-19, rules regarding events, celebrations, and dining with Residents may change
 - Please visit our website or call the Norview Lodge Information Line at 519-426-0902 ext. 4241 for the most up to date information

Can we keep our regular Family Physician?

- Most Family Physicians transfer their patients care once admitted to long-term care
 - At Norview we have our own Physician, as well as a Nurse Practitioner that work together
- The Physician sees each Resident approximately once a month unless required and/or requested
- Annual physicals are completed and medication review every 3 months

If you have any other questions, please contact 519-426-0902 ext. 4219 for further information