

# Norview News

November  
2025

## Social Absences

If a Resident is planning to go out, whether it be for a couple of hours or overnight, please let the registered staff know on your Resident home area. Please note for absences, Residents are allotted 48 hours per week and 21 vacation days (overnights) per calendar year. This can be arranged by a Resident and/or the person responsible for the Resident's welfare when out of the home.

## Mail Service

The mailbox slot is located at the Main Office. Stamps may be purchased from Reception. Mail pick-up and delivery occurs Monday through Friday.

## Pet Visits

Norview Lodge encourages visiting pet by family members and pet therapy programs. All animals that are visiting must be clean, well-groomed and appropriately vaccinated before entering the building or having contact with residents. All visitors bringing in their pets are required to provide contact information, the pets' most up to date immunization records and review our Pets at Norview Lodge Policy prior to their first visit. Please see Reception for more information.

## Infection Control

### Staying Healthy This Fall and Winter

As the weather gets colder, viruses like influenza, COVID-19 and RSV become more active in the community. This month's focus is on preventing the spread of illness and keeping everyone safe and well

#### 1. Stay home if you are sick

- If you're feeling unwell with cough, sore throat, fever, vomiting, or diarrhea, please stay home and rest. Coming into the home while sick can spread infection to others who may be more vulnerable
- Please postpone your visit until you are symptom free for at least 24-48hrs

#### 2. Clean Hands Often

- Hand hygiene is your best defense against infection!

#### 3. Cover Your Coughs and Sneezes

- Cough or sneeze into a tissue or your elbow, not your hands

#### 4. Get Vaccinated

- Flu, COVID-19 and RSV vaccines are now available. Vaccines help prevent serious illness and protect those around you. Ask your healthcare provider or local pharmacy about your eligibility.

Thank you for helping keep our Residents healthy!





# Residents' Bill of Rights

Long-term care homes are funded and licensed by the Ministry of Long-Term Care.

In Ontario, long-term care homes must follow a law called the Fixing Long-Term Care Act, 2021, which includes a **Residents' Bill of Rights**

Every long-term care home must post the Bill of Rights where people can easily see it. At Norview Lodge it can be found in the main hallway across from the chapel.

It is also included in the information package that is provided to residents and their loved ones upon admission.

The Bill of Rights informs everyone in the home about the resident's rights and how they are to be respected and followed. It is a reminder to everyone that you are in the residents' home and that individuals living in long term care continue to be contributing members of their community.

Inspectors from the Ministry of Long-Term Care enforce the Bill of Rights by inspecting homes on an ongoing basis.

The Resident's Bill of Rights includes **29 rights** that are divided into **5 sections**.

You can review this Bill of Rights at [https://www.ontario.ca/laws/statute/21f3\\_9#BK5](https://www.ontario.ca/laws/statute/21f3_9#BK5)

For more information, please reach out to the Social Service Worker at Norview Lodge.

# Recreation News

In November, we will be remembering Veterans and loved ones on November 11<sup>th</sup> with a Remembrance Day Service at 10:30am in the Great Room. All residents and families are welcome to attend. Norview Lodge will also be provided with a display on loan from the Waterford Museum which will be available for viewing in the Great Room from November 3rd.

Come on out to the Norview Cafe on Thursday, November 27 from 9-11am as we switch over to our winter menu. Residents, Families, and Staff are welcome to join us for a morning at the cafe in the Great Room with a warm drink and some soothing piano music. New on the menu for winter is hot chocolate supreme for \$4.00. This is a cash only event. Residents can enjoy for free.

Just a reminder that going into the Winter months, the ability to run programs may depend on the status of the home. If any changes need to be made to daily programming, the Recreation Therapists will inform residents and families as necessary.

# Fire Safety

Norview Lodge is committed to providing a safe environment for Residents. To this end, fire drills are conducted three times a month, one of which is "silent" (a night shift drill) so as not to disturb the Residents. Fire exits are clearly identified.

In the event of a fire alarm sounding in the home, staff will provide direction. All doors / fire exits automatically unlock when the fire alarm system is activated.

If you hear the fire alarm:

- please remain calm
- stay with whomever you are with
- follow instructions provided by staff

In the event, that you are outside of the home and you hear the fire alarm, please do not enter the home.

