



Norview Lodge Admission FAQ's

Who do I contact about admission to Norview Lodge?

Hamilton Niagara Haldimand Brant (HNHB) Ontario Health atHome
Telephone number: 1-800-810-0000

* You must contact HNHB Ontario Health atHome to begin the process of applying for Long Term Care and should keep in regular contact with your HNHB Ontario Health atHome Care Coordinator to update them about any changes that may be occurring as well as updates on the waiting list

What happens when I receive an offer to reside at Norview Lodge?

- When a room becomes available, the HNHB Ontario Health atHome will offer the bed to the applicant or their Power of Attorney (POA)/Substitute Decision Maker (SDM)
 - The applicant or POA/SDM has 24 hours to accept the placement
- If the offer is declined the applicant is taken off all Long-Term Care Home waiting lists for 3 months then must begin the application process again through the HNHB Ontario Health atHome

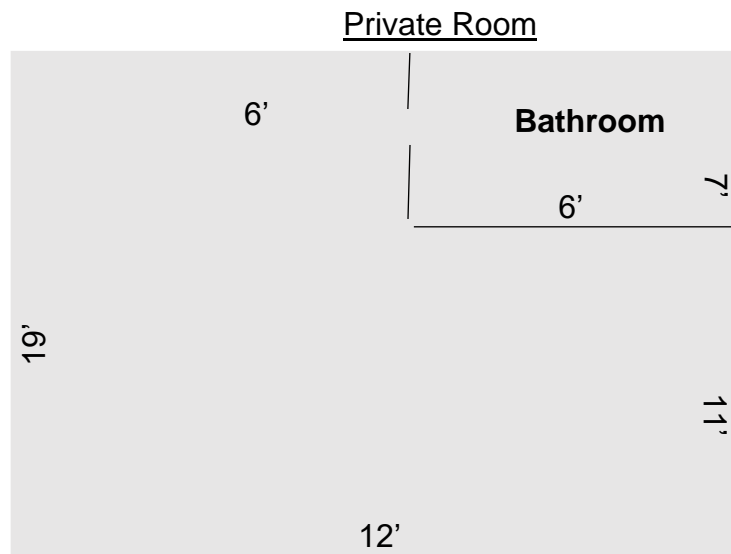
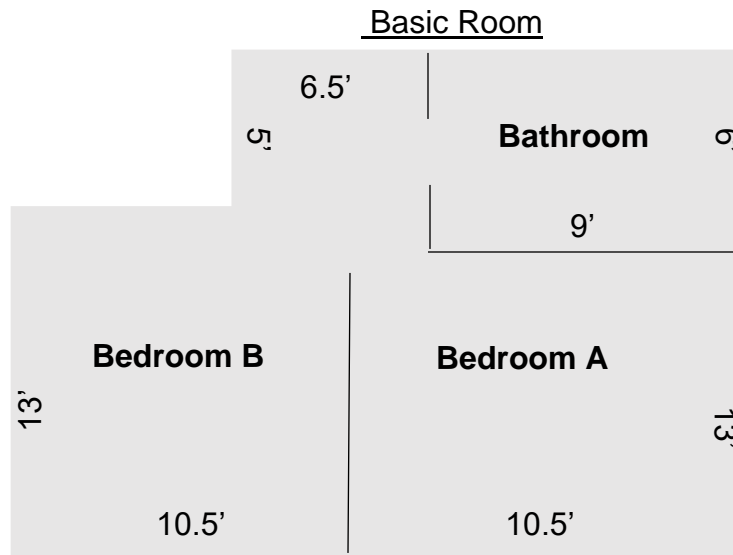
What documentation and other items do I need upon admission?

- Power of Attorney for Personal Care and Power of Attorney for Property/Finances
 - Copies of blank forms can be obtained 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 (for rate reduction)
- Health Card (will be kept and maintained at Norview Lodge)
- 3 Checks
 - Void check to set up Electronic Funds Transfer (EFT) payment
 - Check (or cash) to deposit into the Resident's Trust Account
 - Check for current month's accommodation
- List of current medications
- Clothing, pictures, and furniture if desired
 - Please note chairs must be leather or vinyl for infection control purposes
 - Electronics must be checked by Maintenance prior to use
 - All items when brought into the home will be required to be washed, cleaned, and/or sanitized before they are delivered to the Residents room
- Adaptive devices such as walker, wheelchair, commode, dentures, glasses, etc.

What accommodations does Norview Lodge offer?

- Norview Lodge offers basic and private accommodation
 - Norview Lodge offers 112 basic rooms and 67 private rooms
 - Our basic accommodation has 2 Residents per room with a privacy wall in the middle
 - Each Resident has their own space for privacy, a large window, and a shared bathroom

- Our private accommodation is 1 Resident per room with a private bathroom
- Accommodation fees are set by the Ontario Ministry of Health and Long-Term Care, with a rate reduction for basic accommodation only available if eligible
 - A webpage was 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, closet, and a chair
 - Bathroom comes with a sink, toilet, and storage unit for toiletries
- Each room is supplied with their own air and heat
- There are 3 designated picture hanging spaces for each person
 - We strongly request that no additional holes be placed 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
- Medical care under the Medical Director/Physician

- Medical supplies, incontinence products, or nursing equipment that may be necessary for care needs of the Resident
- Bath or shower provided twice a week with assistance and daily washing in the morning and evening as needed and or/requested by the Resident
- Meal service and hydration which includes 3 balanced meals and snacks given between meals and after supper
- Special and therapeutic diets, dietary supplements, and devices to promote independence
- 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)

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 Residents to do so
 - However, a Residents health and mobility status should be considered when planning any absence or outing
- The Fixing Long-Term Care Act, 2021 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
- Rules regarding outings from the home may change due to isolation or Outbreaks
 - Please visit our website for the most up to date information

Is there a room family and friends can book for events and/or celebrations?

- Yes, our Gathering Place is available to book for Residents
- Bookings are completed through Reception to ensure time requested is secured and proper forms are completed
- Rules regarding events, celebrations, and dining with Residents may change due to isolation or Outbreaks
 - Please visit our website for the most up to date information

Can we keep our current Family Physician?

- Most Family Physicians transfer their patients care once admitted to a Long-Term Care Home to the home's Physician
- Our Medical Director/Physician sees each Resident approximately once a month unless required and/or requested
- Annual physicals are completed and medications are reviewed every 3 months

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