

Norview News

March 2026

Infection Control

Helping protect all Residents while staying connected

When a home area is in outbreak, visitors are still important – and a few extra precautions help prevent illness from spreading to other Residents.

If you plan to visit more than one home area on the same day:

- Visit loved ones in non-outbreak areas **FIRST**
- Then visit the home area that is in outbreak **LAST**
- Do not visit other home areas after entering an outbreak area.

This approach helps prevent carrying germs from an outbreak area to Residents who are not affected.

Before and after every visit, please

- Clean your hands using ABHR
- Follow all posted PPE signage
- Check in with staff if you are unsure about precautions
- Avoid visiting if you feel unwell

Recreation News

The approach of Spring means the beginning of outdoor Recreation events!

Mark your calendars for Saturday, March 28th.
The annual Easter Egg Hunt will begin at 10am!

Families, Staff, and Loved Ones, please bring out your little ones for a fun time and try and find the "Golden Egg"!
The hunt will be in the center courtyard, weather permitting or in the Great Room

Please bring your own basket for collecting eggs and be mindful that the residents will give the start at precisely at 10am.

Please note, this event depends on the status of the home and may be subject to change.

Happy Hunting!



Social Service Worker In Long Term Care

Social Services workers in long term care, have one over-arching goal: to ensure that Residents receive the highest quality of care while promoting and protecting rights, independence, and dignity for each individual Resident.

Social Service workers are involved in the admission process - which often begins before a Resident move into a long-term care home and continues to work as a trusted resource for Residents and their family members during their time at the home.

The Social Service Worker at Norview Lodge is involved in many aspects of Resident care, such as:

- Providing tours and information about Norview Lodge
- Working with Ontario Health at Home to manage the wait list.
- Admission process- working with Resident, family and staff to create a comfortable transition into the home
- Ongoing advocacy for Resident's rights
- Assisting Residents in dealing with interpersonal issues. Including referral to external professional resources
- Providing education to Residents and their families on topics that impact their health, well-being or quality of life
- Collaborating with members of the interdisciplinary team, providing insight, education and team building

Who do I talk to about...

My Loved one's **Personal Care** needs:

- ❖ You want to speak to the registered staff on your loved one's Resident Home Area. They will be able to provide you with up-to-date information related to your loved one's medical status and well-being.

Department Responsible: Nursing and Personal Care
Staff: RN, RPN, PSWs, Supervisors, Nursing and Personal Care and Manager, Nursing and Personal Care

The **Programs** my loved one is involved in:

- ❖ You want to speak to the Recreation Therapist in your loved one's Resident Home Area. They are responsible for the programming options in the home. You can speak to them in-person, over the phone and/or email them directly.

Department Responsible: Programs Department
Staff: Recreation Therapists, Supervisor, Programs and Volunteer Services

If I have a **financial** question about my loved one:

- ❖ You want to contact Coordinator, Business Services. She can be reached either by telephone and/or email.

Department Responsible: Business Operations
Staff: Coordinator, Business Services, Supervisor, Business Operations

The **Food** being provided to my loved one:

- ❖ You want to contact the Supervisor, Nutritional Services.

Department Responsible: Dietary Department
Staff: Cooks, Dietary aides and Supervisor, Nutritional Services and Dietician.

If I have a question related to my loved ones **laundry/housekeeping**:

- ❖ You want to contact the Supervisor, Supports Services.

Department Responsible: Housekeeping/Laundry Department
Staff: Housekeeping/Laundry Aides, Supervisor, Support Services