

**Resident, Family, Friend and Responsible Party** **Newsletter – Jan. ‘25**

Dear Strathmere Lodge residents, family members, friends/responsible parties:

1. **Annual Resident/Family Satisfaction Survey**



Please note the enclosed annual resident/family satisfaction survey.

Further to the accompanying cover letter, we value your feedback, and request that the survey be completed/submitted by January 31st.

Please contact Brent Kerwin, Administrator (519-245-2520, ext. 6222, or via

email at: bkerwin@middlesex.ca) with any questions about the annual survey.

1. **Lodge Improvements**



As part of adhering to our provincial long term care homes legislation, we communicate improvements made to our care, services, programs, goods and accommodations. To that end, improvements made since our last newsletter improvement report include:

* Completion of roof replacement project;
* New dining room chairs (replaced chairs in all five resident home areas);
* New cotton candy machine for resident programs;
* Two (2) new “Blixers” – food preparation equipment for residents with special diets (e.g., puree or ground foods);
* New resident beds, including larger beds for applicable residents;
* New flooring in Bear Creek (including “Snoezelen Room”), and in 40 resident washrooms;
* Posting of resident menus electronically (TV monitors);
* 2nd floor terrace resurfacing;
* Additional towel/blanket warmers;
* New “Cambro Carts” (for maintaining food temperatures when transporting cooked food between kitchen and resident home area serveries); and
* Replacement of kitchen fridges (2) and freezer mechanical components.
1. **Ladies’ Auxiliary Donation**

In addition to the improvements noted above, The Lodge’s Ladies’ Auxiliary has donated funds to purchase a Tranquille Glider Chair, which is ideal for residents with dementia, who can benefit from the chair’s gliding motion that soothes and calms (the chair also has an auto-locking feature that provides stability when sitting or rising, thereby preventing resident falls).

The Ladies’ Auxiliary is made up of a group of dedicated ladies who work tirelessly volunteering their time to support Lodge residents, and to raise funds for resident equipment and activities (e.g., through Tuck Shop sales and Bazaars).

1. **Next Family Council Meeting**



This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. The next meeting is scheduled for Thursday, January 16, 2025 at 1:00pm in the Chapel.

Rachel Dent, Lodge Assistant Director of Resident Care, will be the guest speaker.

All family and friends of residents of Strathmere Lodge are welcome to attend. No pre-registration is necessary.

For more information, please contact Kristie Ouellette, Resident and Family Liaison (519-245-2520, ext. 6223, or via email at kouellette@middlesex.ca).

Minutes of the most recent meeting are posted on the family information board in the Rose Room (near the Chapel), and previous minutes are available for review at our Reception desk.

1. **Electronic Funds Transfer (EFT) Option for Resident Trust Accounts**

For residents with Strathmere Lodge resident trust accounts, deposits to trust accounts can be done electronically (e.g., for those who prefer EFT over providing us with cheques).

If opting for EFT, use email address: trustfund@middlesex.ca. Note that it is very important to insert the applicable resident name in the Message section, in order for us to identify where the funds are to be applied.

Contact Augustine Caines, Office Supervisor (at ext. 6246, or via email at: acaines@middlesex.ca) with any questions.

1. **Labelling of Residents’ Clothing**



To prevent missing clothing … This is a reminder (noting the gift giving season) that new clothing needs to be labelled with the resident’s name before a resident begins to wear it (this also includes items such as shoes/slippers and personal blankets/throws). Please ensure that you use the Clothing Bin near the main entrance to deposit clothing requiring labelling, after inventorying the clothing items on the form provided at the bin (further instructions are provided at the clothing bin).

For inquiries regarding missing clothing and the like, please contact Jeff Turnbull, Lodge Environmental Services Manager, at (519) 245-2520, ext. 6244 (or, via email: jturnbull@middlesex.ca).

1. **Labelling of Other Personal Resident Items**

Apart from clothes labelling noted above, residents/families are encouraged to label other personal resident effects (including new items brought to The Lodge from time-to-time), notably items that are more portable in nature, such as TV remote controls.

1. **In Conclusion ….**

Please let me know if you would like to see certain issues addressed in future newsletter editions (contact Brent Kerwin, Administrator, 519-245-2520, ext. 6222, or via

email at: bkerwin@middlesex.ca).

Please share a copy of this newsletter with other family members and friends, or direct them to our [web page](http://www.middlesex.ca/departments/long-term-care): <http://www.middlesex.ca/departments/long-term-care>.

Hardcopies of our newsletter are also maintained at our Public Information Board near Reception. Copies of older newsletter editions are compiled in binders at our Reception Desk, and are available for your review.

**Brent Kerwin,** Administrator

