

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

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

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



Further to last month’s newsletter regarding our annual resident/family satisfaction survey, we are extending our completion deadline to February 7th, and highly encourage those who have yet to complete the survey to do so.

The survey results will be reviewed at upcoming meetings of the Residents’ Council and Family Council, and a results summary will be included in an upcoming edition of this newsletter.

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:

* New (medical) bathtub on Bear Creek;
* New “Cook and Hold” Oven in main kitchen;
* New “Vein Visualizer” (provides image of veins on skin surface for ease of intravenous needle insertion); and
* New Intravenous (IV) Pump (for intravenous medication administration).
1. **February Special Events**
2. Feb. 1st at 2pm: Performer “Leaving Tracks” will entertain residents and families in the Rose Room;
3. Feb. 14th (Valentine’s Day) – Red, Pink or Purple Day …. Residents/visitors/staff to wear red, pink or red colours;
4. Feb. 14th (Valentine’s Day) – Bernie Gilmore will be the entertainment at 2pm; and
5. Feb. 26th – Happy Hour with Randy Grey (2pm in the Rose Room).
6. **Automated Messaging System (“OneCallNow”)**

Many of you are aware that we use “OneCallNow” software to send out messages to both staff and family/residents regarding outbreaks and other matters of general importance.

Generally, we send out messages via both text (requiring cell phone) and email.

Please advise us of any changes to your cell phone number or email address. If we do not have your cell phone number and/or email address, and you want to receive our OneCallNow messages, please let us know (contact Brent Kerwin, Administrator, 519-245-2520, ext. 6222, or via email: bkerwin@middlesex.ca).

1. **Execulink TV Service**



For those residents with Execulink TV service, please note that Execulink has advised The Lodge that the monthly rate for resident TV service will increase from $45 to $50 effective March 26th.

Execulink will contact applicable residents/families directly in February about the price increase.

1. **Receipt for Income Tax Purposes - 2024 Monthly Co-payment Amount**



Please note that this month’s hardcopy mailing of resident trust account statements will also include a 2024 statement for the purpose of resident income tax submission to the CRA (Canada Revenue Agency).

Please contact Augustine Caines, Office Supervisor (519-245-2520, ext. 6246, or via email at: acaines@middlesex.ca) with any questions about these statements for income tax purposes.

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