

**Family, Friend and Responsible Party  
Newsletter  
March 2013**

Dear Strathmere Lodge resident's family member/friend/responsible party:

**Changes**

A new 21.5" Touch Screen computer was installed in the kitchenette of the Hickory Woods Resident Home Area [RHA]. This touch screen will display resident diet orders and special instructions during meal service and will face outward between meal times to show to residents, staff, visitors and family members the menus for upcoming meals. This will eliminate the need for paper copies of the menu that are currently posted in the RHA hallway as well as menu instructions that are posted in the serving area.

If this trial is successful, we hope to have the other RHA's equipped with the same technology in the future.

The Behavioural Support Ontario Project [BSO] was created by the Ministry of Health and Long Term Care to enhance services for elderly Ontarians with complex and "responsive" behaviours wherever they may live – at home, in Long Term Care, or elsewhere. Responsive behaviours are challenging behaviours associated with mental health and addictions issues, dementia or other neurological conditions, and include aggression, wandering and agitation. For some residents in Long Term Care they are the triggers for a crisis visit to the hospital or the cause of staff injuries.

The South West Local Health Integration Network [LHIN] has invested over \$50,000.00 in Strathmere Lodge this year to enhance services that have allowed us to add additional PSW and RPN hours. These BSO staff members and other front line employees are being trained in the specialized skills necessary to provide care, with dignity and respect, for our residents who exhibit these behaviours, and an additional \$20,000 has been allocated for their training.

One BSO employee was initially assigned to Bear Creek and another to Parkview Place and they have also provided support and assistance to the other 3 RHA's.

**Survey**– Please note the letter on page 4 and complete and return the attached survey.

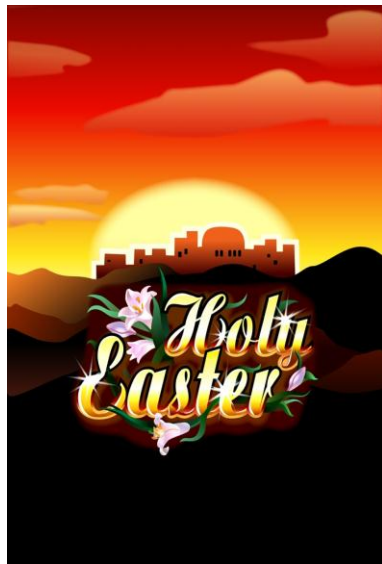
**HAPPY ST. PATRICK'S DAY**

**Family & Friends Council-** This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues.

New family members are welcome. The next meeting is tentatively scheduled for Tues. April 16<sup>th</sup> at 1:30pm in the Conference Room.

Please contact Lisa Spurgeon – Social Worker at [lsurgeon@middlesex.ca](mailto:lsurgeon@middlesex.ca) or ext. 319 for more information or to verify the times and dates of future meetings.

Council President, Marinus Kanters, has asked that the following message be shared on the recent passing of his wife: "The Kanters Family would like to express its sincere thanks to the staff at Strathmere Lodge, especially those in Bear Creek, for the quality of care provided to Wilma in her five and half years as a resident and for the kindness shown to her family during her final days."



**Palliative Care Speaker** - Margo Collver, BSW, Assisted Living/Supportive Housing Co-Lead at Access to Care, will be speaking on Communication Towards the End of Life – ‘I don’t know what to say’, at Strathmere Lodge on Thursday April 25<sup>th</sup> from 7:00 – 8:00 pm. All are welcome.

**Feeling unwell?** - Please do not visit Strathmere Lodge if you or anyone in your home has a cold or symptoms of the “flu” [intestinal or respiratory].

While in the Home please be sure to use our waterless hand cleanser before and after visiting with your resident, upon entering, and as you are leaving the Resident Home Area and the building.

In the event of an outbreak here at the Lodge you are requested to restrict your visitation to only one individual in the Home in order to prevent cross-infections.

**Monthly Caregiver Support Group** – for family members of Strathmere Lodge residents living with Alzheimer’s or related dementias.

They are usually held on the 4<sup>th</sup> Monday of each at 6:30 in the Conference Room. Please contact Lisa Spurgeon – Social Worker at ext. 319 or at [lsurgeon@middlesex.ca](mailto:lsurgeon@middlesex.ca) for more information.

**Activity Calendar** – Don’t forget to pick up and check out the monthly Activity calendars [available in each RHA [Resident Home Area]] for events that you may find of interest and would like to attend along with your resident friend/family member.

You are encouraged to join us at anytime, especially for whole home activities such as:

Drum Circle –Tuesday April 2<sup>nd</sup> at 2:00 pm

Gary Muxlow entertains – Wed. April 3<sup>rd</sup> at 2:00 pm

Eric Shain entertains – Fri. April 12<sup>th</sup> at 2:00 pm

GERI FASHIONS CLOTHING SALE – Wed. April 17<sup>th</sup>, from 10-3 in the Rose Room.

Happy Hour – Fri. April 26<sup>th</sup> at 2:00 pm



**Typo** – in last month’s newsletter I noted that 72% of residents in Long Term Care are under age 65. The correct number is 7.2%. My apologies and thanks to our sharp eyed readers.

**Library** – There are some excellent books on Palliative Care, Aging, and Alzheimer and related dementias located in the family room of our Palliative Care suite on 2<sup>nd</sup> floor.

Please sign out any books that you borrow.

Feel free to contact me if you would like to see certain issues addressed in future editions:

[torvidas@middlesex.ca](mailto:torvidas@middlesex.ca) , 519-245-2520 ext. 222

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

Back copies of newsletters are available in a binder at our reception desk and on our website.

Additional copies of this edition are located on our Public Information Board in the main lobby.

*Tony Orvidas*, Administrator

Distribution: Responsible Parties, Auxiliary, Info Board, RHA’s, website, County Council, staff, other stakeholders.





March, 2013

Dear Family/Friend/Substitute Decision Maker

Thank you for entrusting the care of your family member to us here at Strathmere Lodge.

We try to make Strathmere Lodge a better place for our residents by paying attention to their questions, opinions, suggestions and concerns, and those of their friends, families and substitute decision makers [SDM's].

Please take the time to complete the attached survey. Your responses are an important part of the ongoing evaluation of our programs and services and they will provide us with an opportunity for continued improvement.

We would appreciate your discussing the survey with your family member living here at the Lodge as well as other family members and friends in order to develop a common response to the questionnaire. The questions are from the perspective of the resident, so please respond as if you were the resident.

This survey is based on the Ministry of Health and Long Term Care Resident Quality Inspection - Family/Designate and Resident Interview Questions, and has been discussed and reviewed with our Residents' and Family Councils.

If you do not wish to enter responses in the comments sections please at least complete the rating sections.

Please return the survey by mailing it in the attached stamped and self-addressed envelope, drop it off at our reception desk, or leave it in the mailbox outside the door to our Administration offices as soon as possible, or by April 30 at the latest.

The results of this survey will be summarized and a synopsis shared with the Councils and noted in a future edition of our Family, Friend and Responsible Party Newsletter.

Do not hesitate to contact the appropriate Manager, or me, should an issue arise at any time in the future. Your time and input are very much appreciated.

*Tony Onidas*  
Administrator