

**Resident, Family, Friend and Responsible Party** **Newsletter – Oct. ‘18**

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

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



Summary results of our annual resident/family satisfaction survey are enclosed.

Every year, we survey residents and families in keeping with our provincial long term care homes legislation. The survey results are shared with The Lodge’s Residents’ Council, Family Council, and via staff newsletter.

Overall, residents/families indicate high levels of satisfaction with the care and service provided at Strathmere Lodge.

Overall, 98% of respondents agree or strongly agree that they are satisfied with the care and service provided, and 100% of respondents indicate that they would definitely or probably recommend Strathmere Lodge to others.

On the subject of “Sufficient Staff” (Section Q of the enclosed survey summary), please note that the Long Term Care Provider Industry (630 provincial long term care homes) continues efforts to lobby the provincial government for increased funding to increase staffing levels. Without the necessary government funding, we cannot increase staffing numbers. On this topic, I want to highlight that scheduled staffing numbers at Strathmere Lodge are consistent across all seven (7) days of the week with respect to Nursing staff (Personal Support Workers and registered nursing staff), Food Services staff, Housekeeping staff and Laundry staff. Some survey comments indicate the perception that staffing numbers are fewer on weekends/holidays, but this is not the case (i.e., weekend staffing hours would only be fewer among office staff and Recreation staff).

Please feel free to contact me with any questions and/or comments about the survey results (519-245-2520, ext. 6222, or via email: bkerwin@middlesex.ca).

1. **Recreation Calendar / Important Events**

Please pick up and check out our monthly Recreation calendar (given to every individual resident, in addition to being available in each Resident Home Area, and on our web page at: <https://www.middlesex.ca/departments/long-term-care/recreation>) for events that you may find of interest and would like to attend.

Our upcoming events for October (in the Rose Room, unless otherwise indicated):

1. Wednesday, Oct. 3rd, 2:00pm – Music with Me ‘N Im
2. Wednesday, Oct. 10th, 2:00pm – Octoberfest with Walt Lonc
3. Wednesday, Oct. 17th, 9:00am to 3:00pm – Geri Fashions Clothing Sale (contact Marcy Welch as noted below for additional information)
4. Friday, Oct. 26th, 2:00pm – Happy Hour with Gary McGill
5. Saturday, Oct. 27th, 1:30pm – Joel Horvath entertains
6. Wednesday, Oct. 31st, 2:00pm – Halloween Party with The Goldies (don’t forget your costume)
7. Wednesday, Oct. 31st, 6:00pm to 7:30pm – Residents will be greeting Trick or Treaters in the front foyer
8. **Resident Transfers to Hospital**

Please be advised that the return trip from hospital following a need to transfer a resident to hospital is coordinated by the hospital, not The Lodge.

In cases where family members/residents cannot make the necessary transportation arrangements for a resident to return to The Lodge from hospital, please note that the hospital will coordinate the necessary transportation service (e.g., Voyageur non-emergency medical transportation), and will invoice families/residents accordingly.

1. **Municipal Election Day - Voting for Residents**



Please note that The Lodge will have an on-site polling station for residents on October 19th, in the Chapel. Residents will be aided to vote electronically. Voting will take place in the morning (from 9:00am).

1. **Thanksgiving Meal**



The residents’ Thanksgiving meal will be served at lunch (not suppertime) on the Sunday (October 7, 2018) before Thanksgiving Day.

The menu will consist of roast turkey with cranberry sauce, traditional stuffing, mashed potatoes and gravy, buttered turnip, dinner rolls, and apple blossoms with whipped cream for dessert.

Family members/friends/visitors wishing to partake in the Thanksgiving meal with residents may arrange for payment ($20) and reserved seating (seating is limited) by contacting Reception.

**6. 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 Monday, November 5, 2018, at 6:30pm in the (second floor) Conference Room. Note the evening start time. As a result of the satisfaction survey feedback results noted above, Family Council members have agreed that meetings will alternate between days and evenings, in order to afford more family members the opportunity to attend Family Council meetings.

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

For more information, please contact Marcy Welch (519-245-2520, ext. 6226, or mwelch@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. **Labelling of Residents’ Personal Items**



This is a reminder that new clothing needs to be labelled with the resident’s name before residents begin to wear it.

One of the ways clothing will go missing is if a resident wears new clothing before it gets labelled. In this case, if new clothing gets into our laundry system without a resident name on it, it becomes difficult, if not impossible, to trace it back to its rightful owner.

It is also a good idea to label other personal effects brought in to The Lodge (e.g., photographs, books/magazines, watering cans), as there are occasions where personal effects find their way outside of a resident’s room, whereupon it becomes difficult to trace such items back to their rightful owner without an associated name.

1. **In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact me at 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>

Electronic back copies of our newsletter can be found on our web page. Hard copies are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

You can find additional copies of this newsletter edition on our Public Information Board in the main lobby (near the Chapel).

**Brent Kerwin,**

Administrator

Distribution: Responsible Parties, Auxiliary, Information Board, Resident Home Areas (5), Website, County Council, Staff, Other Stakeholderst