

**Resident, Family, Friend and Responsible Party** **Newsletter – Nov. ‘19**

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, 100% 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.

The lowest level of satisfaction among residents and families continues to relate to Missing Clothing (Section H of the survey). The recent introduction of the centralized New Resident Clothing Bin (near the Main Entrance) has resulted in a significant improvement in the amount of resident clothing that enters our laundry system without a resident name label first affixed. We look forward to satisfaction level results improving on this matter when we re-survey residents and families in 2020.

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 November (in the Rose Room, unless otherwise indicated):

1. Monday, Nov. 4th, 2:00pm – Music with Gary McGill
2. Tuesday, Nov. 5th, 2:00pm – Mocha Shrine Band entertains
3. Friday, Nov. 8th, 2:30pm - Remembrance Day Service
4. Wednesday, Nov. 13th, 2:00pm – Ladies’ Auxiliary Apple Pie Social/Fundraiser (proceeds to the Alzheimer Society of London-Middlesex)
5. Saturday, Nov. 16th, 1:30pm – Leaving Tracks entertains
6. Wednesday, Nov. 20th, 2:00pm – Music with Dan Skelcher
7. Friday, Nov. 22nd, 2:00pm – The Findlays entertain
8. Tuesday, Nov. 26st, 2:00pm – Music with Gospel Express
9. Friday, Nov. 29th, 2:00pm – Happy Hour with Jentleman Jim
10. **Annual Resident/Family Christmas Meal**



On Wednesday December 4, 2019, The Lodge will be hosting our Annual Resident/Family Christmas Meal. There are two meal times to choose from – 12:30pm or 5:15pm.

The menu will consist of: Tomato Juice; Mixed Greens Salad; Roast Turkey with Cranberry Sauce; Traditional Stuffing; Mashed Potato with Gravy; Buttered Turnip; Prince Edward Island Mixed Vegetables; Fresh Dinner Rolls and Butter; Pumpkin Pie or Fruit Salad; and Tea or Coffee.

Please see the enclosed/attached flyer for additional information about our Resident/Family Christmas Meal. Space is limited; please contact Reception by Friday, November 29th in order to reserve your spot.

1. **Resident Clothing – Seasonal Change**



Now that we are in the midst of Autumn, residents and families are encouraged to review clothing closets and drawers to ensure seasonal attire is appropriate. This is also a good time to streamline what clothing is maintained in closets/drawers, keeping in mind that our clothes laundering process results in quick turnaround times, which minimizes the need to have/store large volumes of clothing.

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 Monday, November 4, 2019, at 1:30pm, in the (second floor) Conference Room. Lesleigh Morden, Food Services Manager, will be on hand to discuss the residents’ new Fall-Winter Meal Menu.

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’ Clothing and Personal Items**



This is a reminder that new resident clothing needs to be labelled with the resident’s name before residents begin to wear it, and before the clothing enters our laundering system.

In order to minimize the possibility of missing resident clothing, residents/families need to deposit new resident clothing in the new Clothing Drop-off Bin near the main entrance, in order to initiate the labelling of clothing (further instructions are found at the bin).

Recently, the following clothing items circumvented the new clothing bin (if you believe anything belongs to you, please contact John Fournier, Environmental Service Supervisor, at 519-245-2520, ext. 6244, or via email at jfournier@middlesex.ca):

|  | **Clothing Item Description** | **Applicable Resident Home Area** |
| --- | --- | --- |
| 1 | Navy Blue Sweater | Parkview Place |
| 2 | Men’s pants (blue with gray stripe, size M) | Hickory Woods |
| 3 | Men’s pants (black, size L, Brand = Athletic Works) | Hickory Woods |
| 4 | Sweater (gray, with “99” on sleeve, cotton, size L, Brand = Hilfiger) | Hickory Woods |
| 5 | Woman’s shirt (blue and yellow stripes, cotton, size M, Brand = Gap) | Hickory Woods |

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