

**Resident, Family, Friend and Responsible Party** **Newsletter – Mar. ‘23**

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

1. **Coronavirus (COVID-19) Pandemic Update**



Here are the main points currently governing Visiting during the on-going pandemic (subject to on-going change):

1. There is no longer a vaccination requirement (though vaccination is highly recommended);
2. There is no limit as to who can visit, and how many can visit in a resident room at any one time (the privacy curtain must be drawn in shared resident rooms). Restrictions on visitor numbers will be implemented in an Outbreak situation;
3. We are asking family/visitors to maintain mask wearing at all times (covering mouth, nose and chin), and to refrain from food/drinks;
4. We continue to do on-site rapid antigen testing and health screening for both visitors and staff (mandated by the province); and
5. Residents may leave Lodge premises, and are not required to isolate upon return, unless COVID infection is suspected/determined (restrictions on residents leaving the premises for social outings will be in place in the event of an Outbreak situation).

The province continues to mandate COVID-19 pandemic protocols for provincial long term care homes.

The importance of not visiting when you feel unwell cannot be stressed enough (i.e., this will help to minimize the possibility of outbreaks).

Please ensure hand sanitizing before visiting a resident, and when leaving a resident’s room.

Please contact The Lodge with any questions regarding Visiting and/or The Lodge’s on-going response to the COVID-19 pandemic.

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



Summary results of our annual resident/family satisfaction survey are enclosed. We thank those of you who completed/submitted the survey.

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.

The lowest level of satisfaction among residents and families continues to relate to Missing Clothing/Items (Section H of the survey). In recent years, we introduced a centralized Resident Clothing Bin (in the Main Entrance area), which has resulted in a significant improvement in the amount of resident clothing that enters our laundry system without a resident name label first affixed.

In attempt to make further gains regarding Missing Clothing/Items, we have commenced incorporating a work routine for staff who are working their way back to full and regular duties further to an injury, whereby such staff will search for missing items, and review resident rooms to ensure appropriate personal items are labeled with resident names. Residents and families can assist in our efforts in this regard by noting Items 6 and 7 below.

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. **Lodge Improvements**

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

1. Resident room window pane replacement (where broken window seals resulted in fogginess/condensation).
2. **Provincial Co-payment Rate Reduction for Basic (Shared) Rooms**



Those who are receiving the monthly co-payment rate reduction (i.e., those residents in a shared (“Basic”) room with a lower income as defined by the province) must apply for the rate reduction annually. Please send us a copy of your 2022 Notice of Assessment (NOA) from Canada Revenue Agency as soon as possible after income tax filing, in order to be re-assessed for continued rate reduction eligibility this year. To avoid being charged the full Basic rate, NOAs are required prior to July 1st.

Those currently paying the full cost of a basic room may wish to submit the NOA noted above, in order to see if a provincial subsidy is warranted for this year (e.g., this may be the case if a resident’s income dropped in 2022 versus 2021).

For clarification and/or additional information, please contact Augustine Caines, Office Supervisor (519-245-2520, ext. 6246, or via email at: acaines@middlesex.ca).

1. **Annual Statement from Lodge’s Pharmacy Provider (CareRx)**



For applicable residents, please find enclosed with this monthly mailing, an annual (2022) statement of pharmacy-related charges from The Lodge’s pharmacy provider, CareRx (to be used for income tax filing as you deem applicable).

1. **Labelling of Residents’ Clothing**



To prevent missing clothing … This is a reminder 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 John Fournier, Environmental Services Manager, at (519) 245-2520, ext. 6244 (or, via email: jfournier@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