

**Resident, Family, Friend and Responsible Party** **Newsletter – May 2025**

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

1. **Annual Quality Improvement Plan (QIP)**



As required of all provincial long term care homes, hospitals and other health service providers annually, the Strathmere Lodge Annual Quality Improvement Plan (for the period April 1, 2025 to March 31, 2026) has been submitted to **Health Quality Ontario** (the provincial body dedicated to reporting to the public about the quality of Ontario’s publicly funded health system), following approval by Middlesex County Council.

The Lodge’s Quality Improvement Committee (comprising representation from residents, families, physicians, staff and managers) has decided to focus on ways to minimize resident transfers to the hospital emergency department for this year’s QIP. While sometimes a resident transfer to hospital is warranted to deal with an acute care need, generally speaking, it is desirable to minimize hospital transfers, as the hospital environment is not always conducive to long term care home residents, notably frail seniors.

To minimize transfers to the emergency department, Lodge QIP initiatives for 2025/26 will include:

1. Recruiting a Nurse Practitioner via available provincial funding. An on-site Nurse Practitioner would have a scope of practice that will enable some health conditions to be treated in-house versus a transfer to hospital, such as doing sutures that may be needed further to an injury;
2. Optimizing utilization of the new “Community Paramedicine in Long Term Care Plus” Program (where paramedics from Middlesex-London Paramedic Services perform “point-of-care” testing at The Lodge to aid in determining whether a hospital transfer is warranted); and
3. Training Lodge nurses to do Intravenous Therapy (IV) in-house (e.g., IV administration of antibiotic medication).

The Lodge’s 2025/26 Annual Quality Improvement Plan is posted at Reception (copies available upon request).

1. **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 2024 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 2024 versus 2023).

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. **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 television for rejuvenated Calming Room on Bear Creek (Lodge’s Ladies’ Auxiliary donation); and
* New commercial fridge for upstairs resident home area serveries (Arbour Glen/Parkview Place).
1. **May Special 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](https://www.middlesex.ca/departments/long-term-care/recreation) 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 May include:

* The Strathroy Chorale (community choir) will be performing on Wednesday, May 7th at 1:45pm in the Rose Room;
* Wayne Gaudon will be providing the Mother’s Day music on Friday, May 9th at 2:00pm in the Rose Room;
* Casino Day is on Tuesday, May 13th from 1:45pm-3:15pm in the Rose Room;
* The Nostalgic Theatre will perform on Friday, May 23rd at 2:00pm in the Rose Room; and
* May’s Happy Hour with Randy Grey is on Wednesday, May 28th at 2:00pm in the Rose Room.
1. **Monthly Accommodation Payment – All Room types**



The bank has introduced a new service fee. Please note that there will be a $5 service charge for any monthly accommodation payment transaction that is returned. Example “NSF (non-sufficient funds)”, or account closed etc.

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 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