

**Resident, Family, Friend and Responsible Party** **Newsletter – Mar. ‘25**

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

1. **Ministry of Long-Term Care – Long-Term Care Home Inspections**

The province’s 630 long-term care homes (including Strathmere Lodge) are governed by the “Fixing Long-Term Care Act, 2021” (<https://www.ontario.ca/laws/statute/21f39>) and the associated “Ontario Regulation 246/22” (<https://www.ontario.ca/laws/regulation/220246>). This legislation outlines hundreds of requirements for homes to meet as it relates to the care and service provided to long-term care home residents.

Ministry of Long-Term Care (LTC) “Compliance Inspectors” conduct inspections of LTC homes to ensure that homes are complying with the legislation noted above. Inspectors visit homes unannounced to conduct inspections. The four (4) types of inspections conducted by Inspectors are:

1. Inspections to review “Critical Incidents” (inspection visits typically last 1 to a few days) – Homes must submit written “critical incident” reports to The Ministry on a host of specific “critical incidents” listed in the legislation, which are subsequently reviewed by visiting inspectors (“critical incidents” vary from resident injuries resulting in the need for hospital transfer, to outbreaks, to allegations of resident abuse);
2. Comprehensive Inspections (typically lasting several days to 2 weeks) – these are proactive home inspections conducted by Compliance Inspectors periodically to measure adherence to a host of care and service items covered in our LTC legislation;
3. Complaint Inspections (typically lasting 1 to a few days) – Conducted by Ministry Compliance Inspectors in response to a specific complaint called in to The Ministry via the province’s toll-free LTC complaint line; and
4. Follow-up Inspections (typically lasting 1 to a few days) – Where previous inspections have identified deficiencies that Inspectors subsequently seek to confirm that remedial action has been implemented.

At the conclusion of a Ministry inspections, Inspectors do a written report citing any legislative deficiencies found, if any. Deficiencies can be in the form of “Written Notifications” (which represent non-compliance to legislation that have a low impact on residents), or in the form of “Compliance Orders” (which represent non-compliance to legislation that have a more serious impact on residents).

Homes that are repeatedly non-complaint with legislation may receive “Administrative Monetary Penalties” – financial fines for non-compliance to LTC legislation.

Inspection reports for all provincial LTC homes are a matter of public record, and can be found on the province’s “LTC Home Reporting” website (<https://publicreporting.ltchomes.net>). Hardcopies of Lodge inspection reports are posted at Reception.

The latest Lodge inspection, conducted in January, involved “critical incident” reviews of a recently resolved outbreak, along with two incidents of resident transfer to hospital due to injury. The Inspector found no areas of non-compliance to provincial legislation.

Please contact Brent Kerwin, Administrator (519-245-2520, ext. 6222, or via

email at: [bkerwin@middlesex.ca](mailto:bkerwin@middlesex.ca)) with any questions about Ministry inspections.

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

[](https://www.google.ca/imgres?imgurl=http://www.aasl.ala.org/aaslblog/wp-content/uploads/2014/12/clipart-pencil-survey_Full1.jpg&imgrefurl=http://www.aasl.ala.org/aaslblog/?paged%3D2&docid=0jRZY2FG4TEKIM&tbnid=Z7v2ZXnYi85iyM:&w=276&h=268&ved=0ahUKEwjm0PSCyovLAhWGtIMKHWVzBDEQxiAIAg&iact=c&ictx=1)

Thank you to those who completed and submitted The Lodge’s annual satisfaction survey.

Results of the survey (required by provincial legislation) will be reviewed at upcoming meetings of the Lodge’s Residents’ Council and Family Council. A summary of survey results will be included in an upcoming addition of this newsletter.

Please contact Brent Kerwin, Administrator (519-245-2520, ext. 6222, or via

email at: [bkerwin@middlesex.ca](mailto:bkerwin@middlesex.ca)) with any questions about the annual survey.

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:

* omiVista Mobii Interactive Projector System – for resident programming
* New fridge for Beak Creek food servery

1. **March Special Events**



March 17th – Wear green for St. Patrick’s Day, and join the celebration in the Rose Room at 2pm …. Our entertainment will be Jessica Rose.

1. **Reminder - Execulink TV Service**



For those residents with Execulink TV service, please be reminded (further to last month’s newsletter notice) that Execulink’s monthly rate for resident TV service will increase from $45 to $50 effective March 26th.

Execulink will contact applicable residents/families directly about the price increase.

1. **Labelling of Residents’ Clothing**

[](https://www.google.ca/url?sa=i&rct=j&q=&esrc=s&source=images&cd=&cad=rja&uact=8&ved=2ahUKEwjKj_KFirjcAhVF6YMKHeqFB1kQjRx6BAgBEAU&url=https://www.cefacemimi.ro/4-trucuri-ca-sa-ti-prepari-singura-balsamul-de-rufe/&psig=AOvVaw1qGxdQlTo5PeZ10Q9s-lu7&ust=1532533382976933)

To prevent missing clothing … This is a reminder (noting the gift giving season) 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](mailto: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 ….**

[](https://www.google.ca/imgres?imgurl=http://cdn.grid.fotosearch.com/CSP/CSP994/k16311669.jpg&imgrefurl=http://www.fotosearch.com/clip-art/book-end.html&docid=VKKKK_-pYepByM&tbnid=jE0epHvfJrbOgM:&w=180&h=180&ved=0ahUKEwigwsO5_IvLAhWjnYMKHScKCjgQxiAIAg&iact=c&ictx=1)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](mailto: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