



**Family, Friend and Responsible Party
Newsletter
December 2011**



Dear Strathmere Lodge resident's family member/friend/responsible party:

Changes –

Dave Grootjen, our Assistant Administrator, is leaving Strathmere Lodge to join the senior financial team of Lambton County. We wish him the best and thank him for his 22 years of dedicated service at the Lodge.

A number of the binders containing both interesting and mandatory information for families and visitors, previously located at the public information board in the main lobby, have disappeared. A listing of the subjects contained in these binders is posted on the information board and the updated binders are now available for review at our reception desk. We update this information regularly and encourage you to look it over.

We regret any inconvenience caused by this change in availability.

Pet Visiting Program – Do you or a friend have a pet that you/he/she would be willing to bring in on a regular basis as part of our pet therapy programming with residents. If so, please contact Marcy Welch – ext 226.

Movember – Thanks to great support received from families, friends, residents and staff the Strathmere MoBros team raised some \$1860 for men's health.

Remembrance Day – Our appreciation to Stuart May, one of our residents, and his family for allowing us to display the oil painting of his warplane in our main lobby prior to and during Remembrance Day and for sharing his story in the London Free Press.



Family & Friends Council - This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues.

The next Council meeting is Wed, Jan 18th at 1:30pm in the conference room.

For more information or to check on the times and dates of future meetings please contact Recreation Manager Marcy Welch at ext. 226.



Feeling unwell? - Please do not visit Strathmere Lodge if you or anyone in your home has a cold or symptoms of the flu.

While in the Home please be sure to use our waterless hand cleanser before and after visiting with your resident, upon entering, and as you are leaving our Home.

Guests at Christmas and New Year's Noon and Evening Mealtimes

–The meal cost will be \$20 per guest. Due to space limitations and to meet the needs of our residents, we are restricting the number of mealtime guests to one per resident and a maximum of 6 per RHA [Resident Home Area]. Please call ASAP to reserve your meal.

On Christmas and New Year's days we will be offering a festive morning and afternoon snack for visitors so that they may enjoy relaxing visits with their family members.

Monthly Caregiver Support Group – for family members of Strathmere Lodge residents living with Alzheimer's or related dementias. They are held on the 4th Monday of each month [No meeting in December] from 6:30 to 8:00 p.m. in our Conference room. If interested, contact Diane at VON ACSP [Alzheimer Community Support Program] (519) 245-3170, or talk to our Recreation Manager, Marcy Welch at ext. 226.



Housekeeping – Family members are reminded that our Housekeeping Department employees are not permitted to handle fragile and expensive items in resident rooms when cleaning/dusting due to the possibility of damage.

Activity Calendar – Don't forget to pick up and check out the monthly Activity calendars [available in each RHA [Resident Home Area]] for events that you may find of interest and would like to attend along with your resident friend/family member.

You are encouraged to join us at anytime, especially for whole home activities such as:

Sat, Dec 17th at 2:00pm Genevieve Fisher entertains

Wed, Dec 21st at 2:00 Bill Worrall entertains

Fri, Dec 30th at 2:00pm – New Year's Eve Happy Hour with “ The Goldies”

Parkinson's Walk- This event held on Sat, Oct 22nd in the Rose Room raised \$928.00.

Thanks to Inge Stahl for organizing the event and all the residents, family members, friends and visitors that supported this great cause.



Vehicles at Front Entrance. – Private vehicles may be temporarily park at the front entrance of the Lodge when dropping off or picking up a resident. Brief stops to load and unload are allowed however once the resident is out of the vehicle it should be moved to the visitor parking lot so others have access to the front door.

The circular driveway at the front entrance is a fire lane and drop off and pick up spot for our Strathmere Lodge Van.



Guest Meals – Just a reminder that we have limited space in our dining rooms for family members and residents’ guests during mealtimes. We can therefore accommodate only the first few who make a reservation

Toronto Star Articles- You may be aware of a recent and ongoing series of articles in the Toronto Star and associated newspapers about “Nursing Home Neglect and Abuse”.

These sensationalist articles did not paint a pretty picture of Long Term Care Homes and made some serious allegations and inferences.

I chose not pursue a lengthy interview or debate with the reporter who co-authored the articles because I have too much respect for the staff of Strathmere Lodge , our attending physicians, volunteers, and most importantly the residents and families.

Personally, I am proud to be working in the Long Term Care Home sector, particularly here at Strathmere Lodge.

The employees of Strathmere Lodge provide excellent services to the vulnerable residents in our care.

Please do not let articles like these diminish the importance of their role as outstanding service providers and caregivers.

Resident and Family Satisfaction Survey – The results have finally been summarized. Thanks to everyone who returned the survey!

- We had a 43% overall response rate [up from 39% last year]. Some Resident Home Areas had a much better response rate than others, with a range from 25% to 47%.
- 55% of those responding noted that they were satisfied with the quality of care and service provided at Strathmere Lodge. Another 43% were very satisfied. That’s a 98% approval rating!

- Areas where the responders felt that the Lodge was doing very well were as follows:

Business transactions and questions regarding finances are dealt with efficiently and confidentially

Staff is friendly, courteous and helpful

Staff and volunteers show a genuine concern about the resident’s well being

The Lodge provides a safe environment

There is space to sit and visit privately with friends and family members

The home is clean and well maintained

- Areas where the responders felt the Home could improve were as follows:

Encourage /ask family members to participate in resident activities

Keeps the family better informed regarding changes in the resident’s health

Provide residents with additional assistance in toileting

Better meet the resident’s personal laundry needs

Label the resident’s clothing on a timelier basis

Provide meals of better quality and served at a more appropriate temperature.



More results in the January newsletter.



Fragrance Free – since some of our residents and staff are sensitive to various fragrances, please avoid wearing scented personal products when visiting or giving them as gifts to residents.

Lifting residents into or out of personal vehicles – For liability reasons and to minimize personal injury our employees are regrettably not permitted to assist with lifting residents into or out of personal vehicles.

Feel free to contact me if you would like to see certain issues addressed in future editions.
torvidas@middlesex.ca , 519-245-2520 ext. 222

Please share a copy of this newsletter with other family members and friends or direct them to our website <http://www.middlesex.ca/departments/long-term-care>.

Recent back copies of our newsletters are available in a binder at our reception desk and on the website. Additional copies of this edition are located on our Public Information Board in the main lobby.

Wishing all of you peace, health and happiness.

Tony Orvidas, Administrator

Distribution: Responsible Parties, Auxiliary, Info Board, RHA's, website, County Council, staff, other stakeholders.

