



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

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

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.

Upcoming: The Goldie's will be performing on Wed, March 2nd at 2:00pm.

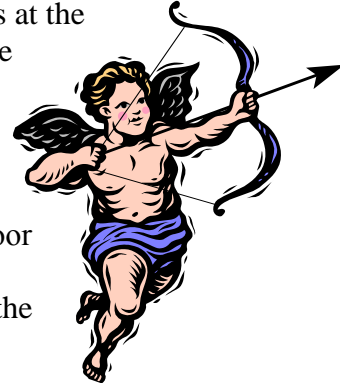
St. Patrick's Day Party will be held on March 17th with entertainment by Scallywag.



Changes and Improvements –

- Dedicated Staffing- effective Jan. 29th we introduced dedicated nursing staff on each RHA. This arrangement will be reevaluated after 3 months.
The reason for these more permanent assignments is three fold: nursing staff will be more familiar with residents, their care needs and preferences; they will develop closer relationships with resident families and be better able to respond to questions/concerns; will more fully meet Long Term Care Homes Act criteria. Where possible, staff will be assigned to 1-2 home areas but with days off and vacations etc you will see different staff from time to time. If you have any questions/concerns/comments regarding the staff assignments please contact Jennifer Gillies, our DRC [Director of Resident Care].
- Photos- Check out our new Wall Mounted Digital Photo Frame in the Rose Room
- Part of the carpet and moldings on Bear Creek at the far end of the south hallway will be replaced on March the 2nd. We seem to have an ongoing odour problem that we have been unable to correct.
- The Middlesex County web site has been redesigned. On the Strathmere Lodge section of the site you will find a sample menu, a current Family Newsletter and activity calendar, and other "good stuff". If you have any suggestions on how to improve our section, just drop me a line.

- Mission Vision and Values – we have shared a draft version of our proposed revised mission, vision and values for Strathmere Lodge with the Residents' and Family Councils and Ladies Auxiliary and have posted it on bulletin boards in the staff room and in the main foyer. Your input would be much appreciated – just drop me a line. Once everyone has had the opportunity of reviewing and commenting, we will be presenting it to County Council for final approval.
- We redesigned the Information Board located in the main lobby near the Chapel. Important information is now located in folders in racks at the bottom of the bulletin board. In these folders, and on the board, you will find Ministry of Health and Long Term Care rates, inspection and financial reports; current and past minutes of Residents' Council and Family Council meetings; current and back-copies of Family Newsletters, important policies, residents' directory, floor plans, and the like. Please take a few minutes to regularly browse through the information.



Family & Friends Council- This group of concerned friends and family members usually meets on the 2nd Tuesday of each month [except Dec.] at 7:00 p.m. in the conference room.

At the next meeting on March 8 there will be a presentation on our new incontinence products. Contact Marcy at extension 226 for more information.

Dress Down Days – every Friday our employees are permitted to “dress down” if they contribute a loonie as a charitable donation. The Strathmere Lodge staff social club selects the Charity of the Month.

Monthly Caregiver Support Group – for family members of Strathmere Lodge residents living with Alzheimer's or related dementias.

To be held the 4th Monday of each month from 6 to 7:30 p.m. in our Conference room. Commencing Monday March 28th.

If interested, contact Lesley Latchford, Coordinator of Client Services for the VON ACSP [Alzheimer Community Support Program].

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.

Feeling unwell? - Please do not visit Strathmere Lodge if you or anyone in your home has a cold or symptoms of the flu. The influenza virus is in our community and we want to keep it out of the Lodge.

In the event of an outbreak here at the Lodge you are requested to restrict your visitation to only one individual in the Home in order to prevent cross-infections.

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.

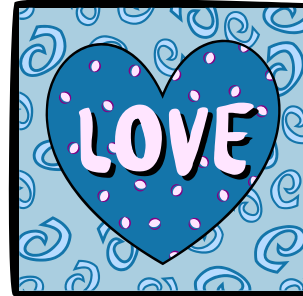
New Ministry of Health and Long Term Care Inspection Process for Strathmere Lodge and other Long Term Care Homes – [continued from our January newsletter]

For each instance where 'non-compliance' with the Act and Regulations has been identified, a decision must be made by the Ministry of Health and Long Term Care Inspector on the appropriate action to take, including whether to make an order. At minimum this will include a Written Notification of Non-Compliance (LTCHA, 2007, C.8 s. 152.1).

Whether further action is required is based on an assessment of the following factors:

1. The **severity** of the non-compliance
2. The **scope** of the non-compliance
3. The licensee's past **history of compliance**

Inspectors are required to apply the definitions of severity, scope and history of compliance when deciding on other actions that may be taken which may include:



1. **Voluntary Plan of Correction (VPC) – LTCHA, 2007, C. 8, s. 152.2**
 - The inspector can make a written request for the licensee to prepare a written plan of correction for achieving compliance to be implemented voluntarily. The licensee/home is not required to submit the plan to the ministry. There is no required compliance date set out in the inspection report. The ministry expects to see compliance on the next unannounced inspection of the home.
2. **Compliance Order (CO) – LTCHA, 2007, C.8, s. 153 (1)(a) and (b)**
 - The inspector may order a licensee to:
 - a. do anything, or refrain from doing anything to achieve compliance with a requirement under this Act or;
 - b. prepare, submit and implement a plan for achieving compliance with a requirement under this Act.
 - The licensee/home is required to follow the order to achieve compliance with the LTCHA. There are timelines for compliance documented on the Order.
3. **Work and Activity Orders (WAO) – LTCHA, 2007, C.8, s. 154 (1)(a) and (b)**
 - The inspector may order a licensee:
 - a. to allow employees of the ministry, or agents or contractors acting under the authority of the ministry, to perform any work or activity at the LTC home that is necessary, in the opinion of the person making the order, to achieve compliance with a requirement under this Act; and
 - b. to pay the reasonable costs of the work or activity.
 - The licensee/home is required to follow the order to achieve compliance with the LTCHA. There are timelines for compliance documented on the Order.
4. **Written Notification and Referral to the Director (WN & Referral) – LTCHA, 2007, C.8, s. 152.4**
 - The inspector may issue a written notification to the licensee and refer the matter to the Director for further action by the Director. This would be done when there are actions that need to be taken that are only in the scope of the Director.
 - There may be further action the Director will require of the licensee.

Other Inspections

The LQIP [Long Term Care Home Quality Inspection Program] also includes other types of inspections. For example, where there are complaints or incident reports or there is a follow-up from a previous inspection.

In this case Stage 1 of the Annual Inspection is not applied. The relevant Inspection Protocols are used to delve directly into the issue and determine if the home is compliant with the LTCHA and its Regulations.

Inspection Reports:

Two versions of the inspection report are then produced and given to the LTC home licensee, these being:

Licensee Report – The Licensee copy of the report is given to the licensee which contains all information related to the inspection including resident health information (confidential and not to be shared).

Public Report - The Public copy contains all information related to the inspection with personal health information removed as much as possible. This report is given to the Residents' Council, Family Council, and other key stakeholders and posted in the home.

For further information about the **New Inspection Process** go to:

http://www.health.gov.on.ca/english/public/program/ltc/31_pr_inspections.html

Unused Surplus?- when you get a chance, please help your resident look through the items in his/her clothes closet to determine if they or other belongings can be taken home [seasonal], discarded, or given away if not being used. It is surprising how quickly unused items can accumulate.

Excess personal belongings [including furnishings] create clutter, making it difficult for our housekeeping staff to clean the room, and for nursing staff to put away or access clean clothing or provide resident care.

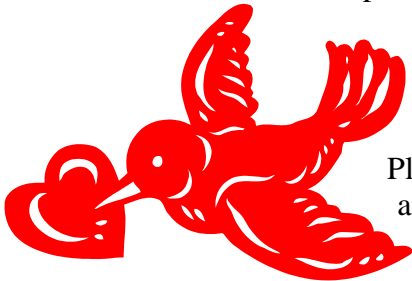
Regretfully we are unable to store items for residents due to very limited storage capacity in our Home.

Art Time – A reminder for family members and friends of residents, especially on Bear Creek. Please remember that residents on this home area should only be using colored pencils and washable markers when creating their art projects. Crayons, regular markers, and pastels sometimes find their way into resident's pockets and then end up going through the wash.

If family members bring in crayons and paints it is important that these items are never left unattended.

Resident Care Meetings. - You are welcome and encouraged to have your resident and other family members join us at the Annual Resident Care meeting.

If unable to attend in person, you can arrange to join us by conference call.



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 new website.

Tony Orvidas, Administrator