



**Family, Friend and Responsible Party
Newsletter
January 2012**

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

Changes–

John Fournier, our former Housekeeping/Laundry Manager is our new Environmental Services Manager in charge of Maintenance in addition to Housekeeping and Laundry services. Front Office and Administrative responsibilities will be taken on by a new Office Supervisor who we hope to have in place by the end of February.

We have switched to a new and improved version of the MEDe-care system for resident billings. If you have any questions regarding the new format of the statements, please contact our Accounts Clerk Helen Hollingsworth at extension 245.

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, Feb 22nd 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.

Caregivers - Check out the first **e-caregiver** newsletter – a new publication of **thehealthline.ca** and **caregiverexchange.ca**.

It is their goal to provide caregivers with helpful information and encouragement. In each newsletter, they will feature posts from their blog **caregiving in perspective**, highlight news about caregiving and other health-related items, and link you to community resources for caregivers.

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 [January 23 and Feb. 27] 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.



Walkers –For safety reasons a resident should not be pushed when sitting on a walker. The back support sling can give way resulting in a fall and possible injury. The seat on a walker is meant for short term use such as in a rest break.

Christmas Parade- thanks to the Adjuvant group, palliative care bunch, physiotherapy team, kitchen cluster, Ladies Auxiliary, Bear Creek troop, and housekeeping/laundry assembly for pulling together and participating in our annual Strathmere Lodge Christmas Parade on Dec. 22nd.

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

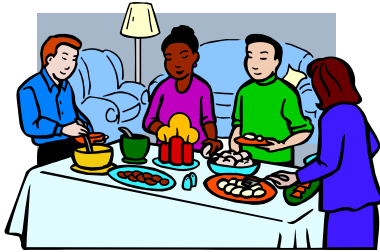
Activity Calendar – Don’t forget to pick up and check out the monthly Activity calendars [available in each RHA [Resident Home Area]] for events that you may find of interest and would like to attend along with your resident friend/family member. You are encouraged to join us at anytime, especially for whole home activities such as: Resident Fashion Show with Geri-Fashions on Wed, Feb 8th at 2:00pm
Cam Denomme entertains on Fri, Feb 10th at 2:00pm
Auxiliary Valentine’s Day Tea on Tues, Feb 14th at 2:00pm with entertainment by Evergreen.

Tuck Shop Vouchers- for Christmas, the Strathmere Lodge Ladies Auxiliary generously gave each resident in our Home a \$10.00 voucher to spend at our Tuck Shop. Recreation staff will assist residents to the Tuck Shop over the next couple of months to take them “shopping”. Many heartfelt thanks go out to our Ladies Auxiliary for their continued hard work, generosity and kindness.



Foot Care – Basic foot care such as standard nail clipping is part of regular resident hygiene here at the Lodge and provided at no charge as part of our resident bathing service. If a resident requires a specialized foot-care service [especially if he/she is an insulin dependent diabetic or has corns and the like], the Strathmere Lodge Foot-Care Nurse can provide this service for a fee. You are welcome to make alternate arrangements for specialized foot care with another provider [podiatrist, chiropodist or the like] if you prefer.

The cost for each ½ hour specialized foot care visit by our Foot-Care Nurse is \$25. Under the LTCH Act anyone requesting specialized services [e.g. from the Foot-Care Nurse] is required to sign an agreement to that effect. Please contact our office staff to amend the Purchase Service Agreement if you want us to provide that service. If you have any questions or concerns whatsoever, please contact Chris Saxby, our Director of Care.



Refreshments in Rose Room – Courtesy refreshments for families, visitors and residents are available from the cafe in the Rose room during the day.

After hours, or if we run low on refreshments during the day for some reason, families are welcome to use the serveries in the Resident Home Areas.

Please note that access to the serveries is restricted to employees during resident mealtimes. If you have any questions, please contact our Food Services Manager Rhona McIlwraith at extension 242.

GI outbreak – thanks to everyone for their cooperation during our recent Norovirus [gastrointestinal] outbreak.

It is never easy to limit visitations or to restrict residents to their rooms or RHA's.

Resident and Family Satisfaction Survey – In terms of what is most important to family about care and service the following items were most frequently mentioned: That the resident is safe and happy, active, comfortable, well cared for/looked after, clean and tidy.

That staff members are patient, kind, thoughtful, friendly, communicative, prompt in meeting the resident's needs, show respect, and do not rush in providing care.

In terms of what Strathmere Lodge could do to improve the resident's quality of life or better meet family expectations the most common responses related to improved staffing levels, promoting resident independence and an increased number of opportunities for residents to socialize.

Clothing- Just a reminder – If bringing in an article of clothing for a resident please inform nursing staff so that the clothing is properly labeled before it is worn.

If bringing in any furniture or electrical appliances or when removing furniture, appliances or clothing, please inform staff.

Taking a resident off an RHA- For safety and security reasons, when visiting, if taking a resident off an RHA [Resident Home Area], especially if it is Bear Creek or if the resident has way finding difficulty, please return the resident to the RHA before leaving the Lodge.

If taking a resident out of the building and off the property, please advise the charge staff on leaving and when returning.

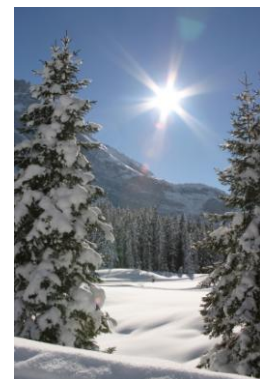
Feel free to contact me if you would like to see certain issues addressed in future editions: torvidas@middlesex.ca , 519-245-2520 ext. 222

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 Middlesex County website.

Additional copies of this edition are located on our Public Information Board in the main lobby.



Tony Orvidas, Administrator

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