



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



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

Changes: E-Mar - You may have noticed that the medication carts the nurses use at the Lodge now have a computer screen (aka, a "tablet") attached to them. The nursing department recently implemented the "Electronic Medication Administration Record" (E-MAR) system. This is a computerized method of tracking all aspects of residents' medications (e.g., which medications a resident is currently taking, which have been administered, which are due to be administered soon, and/or which need to be ordered from the pharmacy.) When nurses now deliver medications to our residents, they must indicate in the E-MAR which medications have been delivered and the time they were given. The program then keeps track of exactly when each medication was delivered to each resident, and alerts nurses when the next medications are due. As with any new system, there may be a few hiccups along the way, but thus far, the implementation of E-MAR at the Lodge has been relatively problem-free.

Bear Creek Camera and Viewer – To reduce risk of injury to residents of Bear Creek who may be standing behind the entry door to that Resident Home Area we installed a camera inside the door and a viewing screen just outside the entrance. If visiting Bear Creek please check the viewer before opening the door to enter.

Concrete Repairs and Upgrades. – We are upgrading the Bear Creek secure garden patio and repairing some uneven concrete behind Sydenham Meadows.

The MSCIA walkway behind Sydenham is also being improved - we are removing the chips and dust surface, grading it, and replacing with concrete for improved resident access. Thanks to the Middlesex Soil and Crop Improvement Association for contributing \$5000.00 towards this project.

Elevator Service – Our most sincere apologies for the inconvenience created for residents, staff and visitors as a result of our elevator problems.

One of the 2 elevators at Strathmere Lodge has been totally down for a while while we wait for parts – a national shortage apparently. The second is being used for essential purposes only until repairs on both are completed. It has been overheating and shutting down on override protection frequently because of the extra demand in use.

We are rebuilding valves and gaskets on both elevators and installing hydraulic oil cooling systems to prevent them from overheating in the future to ensure long term and breakdown-free functioning of the elevators.

Visitors who require access to the second floor are permitted, with staff assistance, to use our main stairwell until the repairs are completed [hopefully by month end]. Those with special needs can use the elevator on request.

Please note that we would never use the elevators during an emergency evacuation [such as during a fire emergency]. Special slider board systems are installed in all of our stairwells to facilitate evacuation of non-ambulatory residents in the event of an emergency.

Big Bike: Thanks to the Strathmere Lodge Spinners, in partnership with the St. Clair Conservation Authority, for raising over \$1,600 for Heart and Stroke during the recent Big Bike Ride. 4 Strathmere Lodge residents and 14 Lodge employees and friends participated.

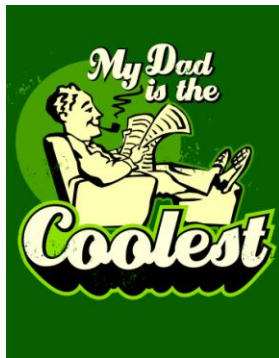
Family & Friends Council- This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues.

The Council usually meets once a month at 1:30 pm 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

Telephone Access – When calling after regular office business hours or on weekends, if your call is not immediately answered, please leave a message and your call will be returned. You can also try again in the event all of our lines are busy.

Please do not call during mealtimes since it is a very busy time on the Resident Home Areas. If you encounter any problems with our phone system or if your call is not returned, please notify our Office Supervisor, Augustine Caines ASAP [e-mail acaines@middlesex.ca phone extension 246] noting the details – i.e. your name, contact number, type of problem, time and date you encountered the problem. Our intention is to provide a simple and effective system of communication for anyone contacting our Home.



Resident Transport- *General Transportation*

Urgent EMS ambulance transportation of a resident from Strathmere Lodge to the Hospital is provided at no cost to the resident. It is covered by the Ministry of Health and Long Term Care.

The cost for Non-Urgent transportation of the resident back to the Lodge after discharge from Hospital or for transportation to a personal appointment outside the Lodge is the responsibility of the resident or his/her family/responsible party. The only exception is transportation for dialysis treatment and this is covered by the Ministry under the High Intensity Needs program.

Wheelchair Accessible Vehicle - Strathmere Lodge is one of the minority of LTC Homes which owns and operates a wheelchair accessible van/bus. Its primary purpose is for transporting groups of residents to Recreation/Activation sponsored events and activities.

Over the years a number of residents and family members have commented that Strathmere Lodge should be charging for transporting residents for personal appointments. While this service was provided free of charge to residents it was nevertheless being subsidized by the County of Middlesex.

Costs - Due to increasing financial pressures and the need to improve operational efficiencies, [given that transportation is not part of Strathmere Lodge's mandate or mission, and since transporting residents to personal appointments is a significant disruption to our Maintenance Department schedules], Strathmere Lodge had given consideration to totally eliminating this personal transportation service.

It was determined, however, that we should continue the service for the time being, on a very limited schedule, on primarily a cost recovery basis.

Strathmere Lodge initiated a similar "fee- for- service" structure for resident specialized foot care services in 2011 and specialized seamstress and clothing alteration service in 2012.

Residents have always paid for their dry-cleaning, telephone service, T.V. and internet cable, non-standard incontinence products, repairs to personal equipment, visitor meals, non- ODBP medications, hair dressing and barber services, tuck shop, ice cream day and the like.

Consultation and Discussion - The new fee-for service charge for Strathmere Lodge van service for resident personal appointments commenced on June 1, 2012 and was discussed well in advance with the Strathmere Lodge Management Team and both Family Council and Residents Council and noted in the Family and Friends Newsletter.

Alternative Options - Families and residents have a variety of alternative options when it comes to transportation for personal appointments:

Ambulatory residents and those who can transfer from wheelchair to chair and vice versa, with only minor assistance, can be transported via personal/family vehicle or can use one of the 3 taxi services in the area. Regretfully none of these taxi services currently has a wheelchair accessible vehicle.

Residents with greater physical challenges can contact the local VON and register for transportation assistance. The transport fee is minimal.

If a resident requires wheelchair or stretcher transport, the Hospital, the Lodge, or resident can book one of the non-emergency transport services in London/Middlesex [Hoffman's from Dashwood and Voyageur from London]. Cost is usually \$170 + per one-way trip.

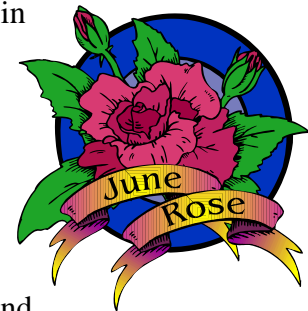
Occasionally, Strathmere Lodge may be able to provide local transportation service using our wheelchair accessible van, at \$40 per one-way trip.

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.

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

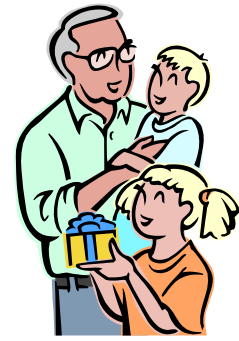
They are held on the 4th Monday of each month [next meetings- June 25 and July 23] from 6:30 to 8:00 p.m. in our Conference room.

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.



Meal Satisfaction Survey – Our recent survey of residents indicated that we had improved in providing meals at the right temperature and that the portion sizes and attractiveness of the servings was better than last year. Staff friendliness was rated as excellent while selection and variety of meals as well as quality, while still good, was identified as an area where we could be even better.

Long-Term Care Resident Co-Payment Rates- The new rates become effective July 1. The bulletin from the Province was posted and copies were provided to all of our residents. A copy is also attached for your information. These rates are set by the Ministry of Health and Long Term Care and are standard across all LTC Homes in the Province. There has been no change to the preferred accommodation fee since 1993 and no increase in co-payment since 2010. New residents coming into the Lodge after June 30 will pay an extra \$1.75 per day for private accommodation over and above that charged to current residents.



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: Classic Car Show with the “Historical Automobile Society of Canada” - HASC– Fri, July 13th in the front parking lot at 6:00pm
 Music with Larry Muxlow on Wed, July 4th at 2:00 pm.
 Entertainment by Michael Semenuk – Sat, July 7th at 1:30 pm.
 Looking ahead – our Annual Ladies Auxiliary Garden Party will be held on Wed, Aug 15th at 6:30pm with entertainment by “The Goldies”.

The Long-Term Care Task Force on Resident Care and Safety - released its [report](#) in May. Copies of the Executive Summary were posted on the Strathmere Lodge visitor information board and shared with staff, Ladies Auxiliary, and County, Family and Residents Councils. Additional copies are available for interested parties. The Task Force identified 18 actions to improve the care and safety of residents in Long-Term Care Homes. Eleven actions focus on areas where the Long-Term Care sector can play a leadership role. Six actions will require leadership by the Ministry of Health and Long-Term Care to implement and may benefit from participation of other partners. In the final action, Task Force members commit to implementing the recommendations and regularly reporting on progress. The Ontario Association of Non-Profit Homes and Services for Seniors [OANHSS], the Sector Association to which Strathmere Lodge belongs, has taken a leadership role in this initiative and supports the work of the task force to identify actions to improve the care and safety of residents in all of our Homes.

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>.

Back copies of our most recent newsletters are available in a binder at our reception desk and on our website.

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

Tony Orvidas, Administrator

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