



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

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

Changes and Improvements –

We have updated our lobby notice board, posted our revised Mission Statement and Organization Chart, and added policy and other important information in our binders.

Pictorial, French and English versions of the revised Residents' Rights as well as Concerns and Complaints and Duty to Report posters have been mounted and put on display in our lobby.

New directional signage has been posted on the second floor to assist visitors coming off the main elevator.

We are in the process of having an in ground sprinkler system installed for our garden areas. This long awaited project is funded through our Donations account.

Another Donations account project that is underway is the installation of special bulletin boards outside each resident's room. Residents and family members are encouraged to post photos and artwork to tidy up and personalize the room entry area, to assist in resident way finding, and to highlight items about the resident for staff and other residents. Posting of special items can be accomplished by using a "stick-tack" type of product instead of using traditional tacks or magnets.



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. A Special Luncheon sponsored by the Family Council was held on May 11th with 14 family members in attendance. For more information regarding upcoming meetings please contact Marcy Welch at ext 226.

All family members are welcome to join the Family Council, to connect with other family members, to learn more about the Lodge and to offer ideas and suggestions.

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 from 6 to 7:30 p.m. in our Conference room.

If interested, contact Diane at VON ACSP [Alzheimer Community Support Program] or talk to our Manager of Activation, Marcy Welch.

Gifts to staff- While our staff are not permitted to accept personal and individual gifts from families or residents, a small box of chocolates, candies or cookies [all low cal please ☺] or similar, that can be shared by all of the employees working in the resident home area, the Department or whole Home, is always appreciated.

If you wish to thank a specific employee, you are encouraged to give him/her a personalized appreciation card or share your positive comments with the Administrator.

Sharing confidential information outside of the Home –during your visits to Strathmere Lodge, you may become aware of confidential personal information about another resident. Please do not share it with others without the resident’s or her Power of Attorney’s permission.

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:

Men of Song – Wed, May 25th at 7:00 pm

Happy Hour with Wally Gray – Fri, May 27th at 2:00 pm

Guest Meals- Please provide ample notice [at least an hour or more] if you plan on joining your resident for a meal. You can inform the Nurse on the Resident Home Area or the front office staff who will then inform our Dietary department. Dietary will set a special table for you and your family member.

If you plan on having a larger group for a guest meal additional notice is requested since we can only accommodate a limited number of guests and may need to prepare for additional meals. Guest meals are currently \$5.50.

Just a reminder that our residents are served first and guest tables may have to wait for their meal.

Strathmere Lodge Website - You can find the latest Family and Friend and Responsible Party Newsletter and monthly Activity Calendars on our website.

Please tell your friends and family members.

<http://www.middlesex.ca/departments/long-term-care>



Acclimatization – Did you know that it takes a new resident at Strathmere Lodge on the average of 3 to 4 months before he or she begins to feel settled in our Home? The first few weeks can be quite difficult, not just for the resident, but for the family as well.

STRATHMERE LODGE MISSION STATEMENT

Who We Are

Strathmere Lodge is a 160 bed provincially approved, regulated, and funded, Long Term Care Home owned and operated by the County of Middlesex.

Our Mission

Strathmere Lodge is committed to providing compassionate care to persons in need of our services in an atmosphere of respect for the dignity, spiritual and cultural values of each resident. We strive for excellence in the provision of a quality of life and care for our residents ensuring that their emotional, physical and social needs are met. We value our employees and volunteers and are committed to a healthy, safe, productive and enjoyable work environment.

Our Philosophy of Care

To meet each individual resident's needs within a warm, friendly, accepting environment and encourage each resident to maintain his or her optimal level of functioning in all dimensions of his/her life.

Our Vision

To be the best LTC Home in the Province.

To be an effective and efficient provider of Long Term Care.

To be the employer of choice in the County.

To create a challenging atmosphere where residents can be stimulated to function at the peak of their physical and mental abilities.

Through our programs and activities to be an integral part of our community and to include the community and resident families as part of the Home.

To meet or exceed all Ministry of Health and Long Term Care standards.

To employ competent and compassionate staff in all areas of the Home.

To promote ongoing staff education and self learning.

To embrace the future, acknowledge and understand the present, and respect and learn from the past.

Our Values

Effectiveness
Accountability
Choice
Compassion
Fairness
Integrity
Privacy
Respect



April 27, 2011

Middlesex County Council, Strathmere Lodge Committee of Management

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

Dental Care – We highly recommend that residents use electric toothbrushes, preferably the rechargeable kind, rather than the manual ones.

The use of the electric brushes requires less dexterity for residents who can manage them themselves.

In situations where our staff brushes the resident's teeth the teeth get cleaner faster and the resident is generally less resistive to the oral care.

Respect – Do you have a concern regarding your resident's care or the service that we provide? If so, rather than confronting an employee, please note the staff member's name [where appropriate] and address the issue with the responsible Manager.

Mutual respect is our expectation, and abusive or rude behavior is not acceptable at any time.

Guidelines for expressing concerns, asking questions, and making suggestions can be found in a labeled binder on the lobby notice board located by the Chapel at the entrance to the Rose room.

How do we address the issue of resident falls in our Home? -We put residents in extra low beds, provide safety mats beside beds, review medications, review toileting patterns, assessed for urinary tract infections and/or constipation, analyze footwear and seating, and have our physiotherapist conduct an assessment.

Our Clinical Nurse conducts a daily/monthly fall analysis including times of day, location, staff involved, etc. to identify any patterns.

Additionally the nursing management committee reviews the previous day's falls each morning and proposes a plan of action for each resident to minimize future falls.

Feel free to contact me if you would like to see certain issues addressed in future editions.

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Please share a copy of this newsletter with other family members and friends or direct them to our new website.

Tony Orvidas
Administrator

