

**Resident, Family, Friend and Responsible Party** **Newsletter – Aug. ‘17**

Dear Strathmere Lodge residents, family members, friends/responsible parties:

1. **Annual Resident/Family Satisfaction Survey**



Thank you to those of you who have completed/submitted the annual resident/family satisfaction survey, included with last month’s newsletter.

Shortly, we will summarize/analyze survey input, which we will share with the Residents’ Council and Family Council, and with staff. Ultimately, we are seeking to identify aspects of care and service where we can improve upon.

It is not too late to submit your completed survey. If you need the survey re-sent to you, please inquire at Reception, or contact me (at 519-245-2520, ext. 222, or via email at: bkerwin@middlesex.ca). The survey can be emailed to you, if this is your preference.

We would like to receive completed surveys by August 15, 2017.

1. **Recreation Calendar / Important Events**



Please pick up and check out our monthly Recreation calendar (given to every individual resident, in addition to being available in each Resident Home Area, and on our web page at: <https://www.middlesex.ca/departments/long-term-care/recreation>) for events that you may find of interest and would like to attend.

Our upcoming events for August (in the Rose Room):

1. Wednesday, August 9th, 2:00pm – August Birthday Celebration
2. Friday, August 11th, 2:00pm – Me-N-Im entertains
3. Wednesday, August 16th, 2:00pm – Music with Wayne & Rich
4. Tuesday, August 22nd, 6:30pm – Ukele Music with The Crackers
5. Friday, August 25th, 2:00pm – Happy Hour with Dan Skeltcher
6. Wednesday, August 30th, 2:00pm – Music with Gary Muxlow

Looking ahead to September:

1. Wednesday, September 6th, 2:00pm – Uptown Dixieland Jazz Band entertains
2. Saturday, September 9th, 1:30pm – Music with Randy Gray
3. **Tax Information Required (Those on “Rate Reduction”)**



This is a reminder to those paying a reduced co-payment amount who have yet to submit their 2016 Notice of Assessment (NOA) from Canada Revenue Agency.

The Ministry of Health and Long Term Care (MoHLTC) mandates annual review of those qualifying for rate reduction, necessitating the annual submission of NOAs.

The MoHLTC deadline is July 1st of every year. Rate reduction cannot continue after July 1st without NOA submission/review.

For clarification and/or additional information, please contact Augustine Caines, Office Manager, at 519-245-2520, ext. 246, or via email at: acaines@middlesex.ca.

1. **Fire / Electrical Safety**

The Lodge is required to conduct regular fire drills, and is subject to a mandatory annual Fire Department inspection, including an evacuation drill conducted in front of fire department officials.

In addition, The Lodge voluntarily participates in an annual Electrical Safety Authority (ESA) inspection.

For the safety of all residents, please be reminded of the following:

1. No extension cords are permitted (power bars are acceptable);
2. No electric hair dryers or curling irons are permitted; and
3. No electric blankets are permitted.

For more information about fire and/or electrical safety, please contact John Fournier, Environmental Services Manager, at 519-245-2520, ext. 244, or via email at: jfournier@middlesex.ca.

1. **Information at End of Stay**

I have been asked to circulate information as to the conclusion of a stay at The Lodge. As such, here are some items of note:

1. Refunds are issued on amounts paid beyond the last day of stay. Billing is done in advance (i.e., payment for the month is done at the beginning of the month). Refund cheques take approximately one (1) month to process (refund cheques are made payable to “The Estate”, as applicable);
2. We do not accept donations of furniture or clothing, and
3. Given health care system pressures, the Home and Community Care Placement Service of the Local Health Integration Network requires that we fill empty beds expeditiously. As such, room contents are to be dealt with within 48 hours of stay conclusion.

**6. In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact me at 519-245-2520, ext. 222, or via email at: bkerwin@middlesex.ca).

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

Electronic back copies of our newsletter can be found on our web page. Hard copies are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

You can find additional copies of this newsletter edition at our Public Information Board in the main lobby (near the Chapel).

**Brent Kerwin,**

Administrator

Distribution: Responsible Parties, Auxiliary, Information Board, Resident Home Areas (5), Website, County Council, Staff, Other Stakeholderst