

**Resident, Family, Friend and Responsible Party** **Newsletter – Feb. ‘22**

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

1. **Coronavirus (COVID-19) Pandemic Update**

Since last month’s newsletter, The Lodge has declared a COVID outbreak like so many other long term care homes in the province. As at the time of writing this newsletter, we have worked with the Middlesex London Health Unit to resolve the outbreak, save for the Bear Creek resident home area. With continued work with the Health Unit, we hope to resolve the Bear Creek outbreak by early February.

Residents who have tested positive for COVID have been experiencing mild symptoms.

Here are the main points currently governing Visiting long term care homes during the pandemic (subject to ongoing provincial change):

1. Those visiting Bear Creek need to wear full PPE (personal protective equipment), including mask, gown, gloves and goggles;
2. Only two (2) designated visitors per resident may visit, and visits are to be confined to resident rooms;
3. Social distancing and mask wearing remain mandatory at all times, even in resident rooms, and despite vaccination status;
4. Everyone entering The Lodge is now subject to on-site rapid antigen testing at each visit/entry, despite vaccination status; and
5. Residents may not leave Lodge premises for social absences.

Please contact The Lodge with any questions regarding Visiting during the pandemic.

1. **Resident/Family Satisfaction Survey**



A summary of our recent resident/family satisfaction survey is appended.

We had a significantly higher (better) response rate to our survey than in prior years. Thank you to all who took the time to complete the survey.

Provincial long term care homes are required by long term care home legislation to survey residents and their families to measure their satisfaction with the home and the care, services, programs and goods provided at the home (Long Term Care Homes Act 2007, c. 8, s. 85 (1)).

On the whole, residents and families continue to report high levels of satisfaction with The Lodge.

We have shown some satisfaction increase (15%) with the issue of Missing Clothing, which is always a “low scorer” in the survey. Among long term care homes in general, Missing Clothing is a challenge to minimize.

Despite the high level of satisfaction among residents/families, there is always room for improvement. We will re-examine our processes around managing clothing in the coming months in hopes of bringing about further improvement in this area.

1. **Receipt for Income Tax Purposes**



Please find enclosed with this newsletter, a receipt for 2021 accommodation payments made to The Lodge, for income tax filing purposes.

Please contact Augustine Caines, Office Supervisor, at (519) 245-2520, ext. 6246 (or, via email: acaines@middlesex.ca), with any questions.

1. **Labelling of Residents’ Clothing**



This is a reminder that new clothing needs to be labelled with the resident’s name before a resident begins to wear it (this also includes items such as shoes/slippers and personal blankets/throws). Please ensure that you use the Clothing Bin near the main entrance to deposit clothing requiring labelling, after inventorying the clothing items on the form provided at the bin (further instructions are provided at the clothing bin).

For inquiries regarding missing clothing and the like, please contact John Fournier, Environmental Services Manager, at (519) 245-2520, ext. 6244 (or, via email: jfournier@middlesex.ca).

1. **In Conclusion ….**



Please let me know if you would like to see certain issues addressed in future newsletter editions (contact Brent Kerwin, Administrator, 519-245-2520, ext. 6222, 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): <http://www.middlesex.ca/departments/long-term-care>.

Hardcopies of our newsletter are also maintained at our Public Information Board near Reception. Copies of older newsletter editions are compiled in binders at both our Reception desk and the staff lounge, and are available for your review.

**Brent Kerwin,**

Administrator

Distribution: Responsible Parties, Auxiliary, Lodge Public Information Board, Resident Home Areas (5), Webpage, County Council, Staff, Other Stakeholders