

**Resident, Family, Friend and Responsible Party** **Newsletter – Sept. ‘19**

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 mailing.

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. 6222, or via email at: bkerwin@middlesex.ca). The survey can be emailed to you, if this is your preference.

If you have not done so already, you are encouraged to complete the survey. We would like to receive all completed surveys by September 20, 2019.

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 September (in the Rose Room, unless otherwise indicated):

1. Wednesday, September 4th, 2:00pm – Uptown Dixie Jazz Band
2. Saturday, September 7th, 2:00pm – Randy Gray entertains
3. Monday, September 16th, 2:00pm – Music with Franky Baby
4. Saturday, September 21st, 2:00pm – Leaving Tracks performs
5. Tuesday, September 24th, 2:00pm – Music with Mike and Paula
6. Friday, September 27th, 2:00pm – Happy Hour with Jentleman Jim
7. Monday, September 30th, 2:00pm – The Finlays entertain
8. **Annual Middlesex County Warden’s Golf Tournament**



Annually, the Middlesex County Warden hosts a golf tournament, and selects a charitable cause for the financial proceeds raised.

This year, the Warden’s Golf Tournament was held at Caradoc Sands on Friday, July 12, 2019, and Warden Kurtis Smith selected the Palliative Care Suite at The Lodge as the charitable cause.

Proceeds of this year’s annual golf tournament, totaling a record $22,500, were presented by Warden Smith to representatives of the Strathmere Lodge Ladies’ Auxiliary at the Middlesex County Council meeting on Tuesday, August 13, 2019.

Proceeds will be dedicated to renovating the Palliative Care Suite, including enhancing privacy features of the room, and updating the furnishings.

The Palliative Care Suite is designed to offer supportive care and surroundings to residents and families during end of life care.

1. **Supportive Care for Family Caregivers**



Attached to this month’s newsletter is a one-page summary document provided by the local Victorian Order of Nurses (VON) on the Supportive Care Groups that the VON is offering this Fall in the Strathroy area.

Family members at The Lodge may see value in exploring these VON supportive services.

For more information about these VON resources, note the VON contact information at the bottom of the VON document.

**5. Next Family Council Meeting**



This group of involved and caring friends and family members meets on a regular basis to share information and discuss common issues. The next meeting is scheduled for Monday, September 9, 2019, at 1:30pm in the (second floor) Conference Room.

All family and friends of residents of Strathmere Lodge are welcome to attend. No pre-registration is necessary.

For more information, please contact Marcy Welch (519-245-2520, ext. 6226, or mwelch@middlesex.ca).

Minutes of the most recent meeting are posted on the family information board in the Rose Room (near the Chapel), and previous minutes are available for review at our Reception desk.

**6. Labelling of New Resident Clothing - Reminder of New Process**



This is a reminder that we now have a new process to affix name labels to new resident clothing, effective July 15th.

Instead of bringing new clothing requiring labelling to the applicable resident home area, families/residents will now take such clothing to the New Clothing Drop-off Bin in the Rose Room, next to the Tuck Shop. There, families/residents will find instructions to initiate labelling.

For regular readers of our newsletter, you will note we often include mention of how new resident clothing ends up in our laundry system before we affix a resident name label to the clothing. Without a resident name on laundered clothing, it becomes difficult, if not impossible, to trace such clothing back to its rightful owner.

The new process has already proven to be effective in that far fewer articles of clothing are ending up in our laundry system without a resident name affixed.

Should you have any questions on this, please contact me (Brent Kerwin, Administrator) at 519-245-2520, ext. 6222.

**7. 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 on 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