



Resident, Family, Friend and Responsible Party Newsletter – June ‘21

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

1. Coronavirus (COVID-19) Pandemic Update – Visiting and Testing



As at the time of writing this newsletter, the province is in “Lockdown”, which limits long term care home visiting to a maximum of two (2) visitors per resident; these visitors are referred to by the province as “Essential Caregiver” visitors.

These 2 visitors must remain the same 2 individuals, and as mutually agreed to by the resident/Substitute Decision Maker and The Lodge.

The province now has long terms care homes doing COVID testing on-site, as opposed to visitors going to a COVID Assessment Centre. The province has done this by instituting “Rapid Antigen Testing” for both staff and visitors, such that both staff and visitors require COVID testing as many as three (3) times a week (i.e., depending on visit frequency). With Rapid Antigen Testing, test results are determined on-site in 15 minutes.

Visitors can be tested at The Lodge at the following times (note that a negative test result is required for a visit to proceed):

- Mondays - 9AM to 8PM
- Tuesdays – 9AM to 8PM
- Wednesdays – 9AM to 8PM
- Thursdays – 9AM to 8PM
- Fridays – 9AM to 8PM
- Saturdays – 9AM to 8PM
- Sundays – 9AM to 8PM

Please contact The Lodge with any questions regarding Visiting and/or Testing.

2. COVID-19 Vaccination – Second Dose



Last week (second week of May), the Middlesex-London Health Unit invited Essential Caregivers (as noted above) and Long Term Care Home staff to call the Health Unit to seek an earlier appointment for their second COVID vaccine dose (i.e., for those awaiting their second dose with a previously booked appointment).

Re-booking calls were being accepted by the Health Unit effective May 14th, and re-booking appointments could only be accomplished by phone, at (226) 289-3560 (no on-line alternative was established/offered).

Many attempted to re-book their appointment on May 14th, only to encounter great difficulty (i.e., the phone line was busy, or phone recordings indicated that the line was “out of service”).

We have been assured by the Health Unit that the phone number above is valid. We encourage those applicable to continue attempts to get through.

3. New Automated Phone Call System



Since mid-February, we have been using automated phone call recordings to keep family members/Substitute Decision Makers (Powers of Attorney) updated on pandemic-related developments. This system is proving to be a very efficient and effective system of communication, and can be used as a communication vehicle for communicating other matters of importance beyond the pandemic.

We would like to augment these calls by simultaneously sending email messages along with the automated calls. This will provide call receivers with a written “script” of phone call content.

Those who want an email message along with our “robo calls” are asked to send us an email (at bkerwin@middlesex.ca), so that we can add your email address(es) to our database.

4. Provincial Co-payment Rate Reduction for Basic Resident Rooms



Those who are receiving a co-payment rate reduction (i.e., residents in a shared room with a lower income as defined by the province) must apply for the rate reduction annually. Please send us a copy of your 2020 Notice of Assessment (NOA) from Canada Revenue Agency as soon as possible in order to be re-assessed for continued rate reduction eligibility this year.

Those residents who have experienced an annual income reduction this year, but have previously paid the full monthly provincial co-payment rate on their basic room, may qualify for a co-payment rate reduction. If this sounds applicable to you, we can assess whether you qualify for a rate reduction if you submit your 2020 Notice of Assessment (NOA) to us.

For clarification and/or additional information, please contact Augustine Caines, Office Supervisor (519-245-2520, ext. 6246, or via email at: acaines@middlesex.ca).

5. 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 (519-245-2520, ext. 6244, or via email at: jfournier@middlesex.ca).

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. 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](#) or <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 near Reception.

Brent Kerwin,

Administrator

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