



St. Lawrence Lodge
Care To Believe™

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Resident and Family Newsletter

LONG TERM CARE SINCE 1970

September 2016

INSIDE THIS ISSUE

- 1** New Television Provider Coming to SLL
- 2** Calendar of Events – September 2016
- 3** Family Council Writes to Minister of Health and Long Term Care Calling for Action

Our Vision

St. Lawrence Lodge will be a leader in providing progressive long term care.

Our Values

Respect

Quality Service

Person-Centered Care

Compassion

Our Mission

St. Lawrence Lodge provides quality, person-centered, long term care in partnership with families and care givers and in collaboration with community resources.

Our Philosophy

We believe the atmosphere of our Home lies with those who reside and work with us. The Home celebrates resident life as it is being lived today in an environment that enables an optimal level of independence, choice, and individuality.

[New Television Programming Service Coming To St. Lawrence Lodge](#)

I am pleased to confirm that St. Lawrence Lodge is in the process of entering into a partnership with Bell TV Services to provide satellite subscription television services to residents.

This new service will provide a 64 channel selection package for residents at a competitive package price when compared to the previous Cogeco Cable price structure.

Bell TV and St. Lawrence Lodge are in the process of working out the final arrangement for the service cut-over expected in late October or early November. In the meantime, a Question and Answer information package is attached to this newsletter for information.

Please stay tuned for more information in the coming weeks.

[Long Term Care Home Issues Gaining Attention](#)

Issues facing Long Term Care Homes in Ontario are getting more attention by local area politicians. As previously reported, SLL's Family Council and Resident Council met with MPP Steve Clark in June 2016. Following that meeting, Steve Clark hosted a LTC Summit meeting on September 9th, 2016 at the Brockville Country Club. This Summit meeting was a gathering of 60 people from across the region who came together to start work on developing solutions that meets the needs of our community now and in the future.

In addition, SLL's Family Council and Resident Council sent advocacy letters to Eric Hoskins, Minister of Health and Long Term Care. These letters outlined the key issues facing LTC Homes that need to be addressed. A copy of the Family Council correspondence is found at page 3 of this newsletter.

Finally, there was a presentation to the regional Joint Service Committee on September 7th, 2016. This presentation outlined the key pressures facing long term care Homes and their ability to meet current and future demands for services.

Calendar of Events

Tues., Sept. 6 th	Beth – Flute	Spruce – 11:00 a.m.
Tues., Sept. 6 th	Tom Wilson	Town Square – 6:45 p.m.
Wed., Sept. 7 th	Music with Vangie	Elm – 10:30 a.m.
Wed., Sept. 7 th	Birthday Musical – Vicki Spurrell	Town Square – 1:45 p.m.
Fri., Sept. 9 th	Matthew Wleklinski	Town Square – 10:30 a.m.
Sat., Sept. 10 th	Tom Wilson Trio	Town Square – 1:45 p.m.
Tues., Sept. 13 th	Beth – Flute	Elm – 11:00 a.m.
Tues., Sept. 13 th	The Troubadours	Town Square – 6:45 p.m.
Wed., Sept. 14 th	Music with Vangie	Spruce – 10:30 a.m.
Wed., Sept. 14 th	Music with Wayne	Cedar – 10:30 a.m.
Wed., Sept. 14 th	Bernie & Verna	Pine – 10:30
Wed., Sept. 14 th	Parabus Shopping – Wal Mart	Front Door – 1:00 p.m.
Thurs., Sept. 15 th	Winnona	Town Square – 1:45 p.m.
Tues., Sept. 20 th	Harmonica Sing-A-Longs	Town Square – 6:45 p.m.
Wed., Sept. 21 st	Music with Wayne	Birch – 10:30 a.m.
Wed., Sept. 21 st	Smart Care Clothing	Town Square – 10:00 – 3:00 p.m.
Wed., Sept. 21 st	Brockville Museum	Town Square – 1:45 p.m.
Sat., Sept. 24 th	Pub – Matt Hayes	Town Square – 1:45 p.m.
Tues., Sept. 27 th	Beth – Flute	Cedar – 11:00 a.m.
Tues., Sept. 27 th	Sweet Memories	Town Square – 6:45 p.m.
Wed., Sept. 28 th	Music with Vangie	Birch – 10:30 a.m.
Fri., Sept. 30 th	Hudson Majaury	Town Square – 1:45 p.m.

SPECIAL CARE (OAK) – SEPTEMBER 2016

Sat., Sept. 3 rd	Hudson Majaury	1:45 p.m.
Wed., Sept. 7 th	Music with Joyce	10:30 p.m.
Fri., Sept. 9 th	Harmonica Sing-A-Longs	1:45 p.m.
Mon., Sept. 12 th	Music with Joyce	10:30 a.m.
Thurs., Sept. 15 th	Bernie & Verna	10:30 a.m.
Mon., Sept. 19 th	Music with Joyce	10:30 a.m.
Tues., Sept. 20 th	Beth – Flute	11:00 a.m.
Tues., Sept. 20 th	Art Therapy	2:00 a.m.
Wed., Sept. 21 st	Music with Vangie	10:30 a.m.
Mon., Sept. 26 th	Music with Joyce	10:30 a.m.

The Honourable Dr. Eric Hoskins
Minister of Health and Long Term Care
via
Steve Clark, MPP
Leeds and Grenville

July 5, 2016

Minister Hoskins:

We are writing on behalf of the Family Council at St. Lawrence Lodge (SLL), a Long Term Care Home located in Brockville, Ontario. All of the members of Family Council have loved ones who currently reside at this facility. We are gravely concerned about the continued lack of funding with which SLL is struggling and we are aware that other local and province-wide facilities are experiencing the same financial crisis, leading to staffing shortages, equipment failures and the inability to complete preventative maintenance projects.

The demographics in Ontario are changing. In Eastern Ontario, the population of those over 65 years of age is increasing at a rate that outpaces many larger, urban areas. Brockville is known as a retirement community and each year, dozens of older Ontarians move to this area seeking a tranquil lifestyle and less expensive housing. We witness these demographic changes regularly at St. Lawrence Lodge.

The average age at SLL is 85 years old and there are currently 64 residents that are between 90-100 years old. Of the 224 residents at SLL, 175 have varying degrees of cognitive impairment, 75 require feeding for three meals per day, and 106 require mechanical lifts to move them from a wheelchair to bed, bath or toilet. The needs are many and require intensive staff support. While the average age at SLL is 85, there are also those in the under 65 age group who have been admitted due to progressive, degenerative neurological diseases, strokes, and acquired brain injuries; these residents present unique and challenging care issues for staff. The residents in Long Term Care cannot be safely cared for at home or with the support of existing community resources.

Simply stated, higher Personal Support Worker (PSW) to resident ratios are required to enable the appropriate level of personalized care. Specifically, we endorse the Ontario Association of Non-Profit Homes and Services for Seniors (OANHSS) position that staffing levels need to increase to allow for 4.0 hours of direct care per day – an increase of approximately 30 minutes per resident per day.

Some years ago, the Liberal government made a multi-year funding commitment: we understand that funding was delivered upon initially, but has fallen short in the past several years, causing considerable uncertainty and the inability to provide some services to seniors and others in Long Term Care that are considered essential by those of us who advocate on their behalf. In addition to additional funding for

increased staffing, a comprehensive training strategy is required to ensure the safety and comfort of all residents in LTC and the staff that support them. Currently, mandatory staff training to meet minimum provincial standards is not funded and leads to further budget pressures in the individual LTC facilities.

We note also that funding needs to be increased for food services. This is an area that has been identified in past years. Due to inflation, current funding is close to 8.0% short of inflation. The current per diem rate for food of \$8.33 per resident per day for three meals and snacks is simply not sufficient.

As community “experts” in the Long Term Care system in the province of Ontario, we implore your government to address these critical funding shortages in our facilities. The situation is desperate: the waiting lists are growing and residents are entering LTC with serious, complex physical, mental and behavioural issues. Each delay in addressing these concerns means that the problem grows.

We are at a point where we can no longer wait for the government to undertake further studies or put this issue on the back burner: the human toll is too high. We, the families and loved ones of the residents of St. Lawrence Lodge are already doing everything we can and we ask your government to step up and invest the money needed to fix this problem. Our seniors deserve no less.

Due to the urgent nature of our concerns, we eagerly anticipate your response to the issues outlined in this letter.

Sincerely,



Margo Stone
Chair, Family Council
St. Lawrence Lodge
1803 County Rd. 2 East
Brockville, Ontario K6V 5T1

Cc Christine Elliott, Ontario Patient Ombudsman

St. Lawrence Lodge Television Programming Services Changes Frequently Asked Questions

As reported in the July 2016 Resident and Family Newsletter, St. Lawrence Lodge is pleased to report that it has entered into a vendor agreement with Bell TV to provide television programming services to residents of St. Lawrence Lodge.

Bell TV and St. Lawrence Lodge are in the process of implementing this new partnership. There will be changes that impact on residents currently receiving television programming through Cogeco. As we are working our way through the implementation, we will be updating our communications to keep you apprised of the information as it is confirmed with the Home. This Frequently Asked Questions document will be revised and published with the new information going forward. Hopefully, you will find the information useful. Should you have any questions, please feel free to contact the Business Office for clarification.

September 12, 2016

1. I currently have a Cogeco account. Do I have to change from Cogeco to Bell TV?
 - a. Yes, all television programming within St. Lawrence Lodge is being converted from Cogeco to Bell TV.
2. With the new Bell TV service, what channels will I be getting? Will I be getting everything I have now?
 - a. The Bell TV programming will have 64 channels available. Categories include CBC, CTV, Global and American Network channels, as well as, specialty channels, news channels, and sports listings. A full listing will be made available shortly.
3. Can I add to the channel package and subscribe to other speciality channels? Will I have to buy different packages in order to get access to these channels?
 - a. The St. Lawrence Lodge Programming package will be a comprehensive one and will include 64 channels at a single monthly rate. A full listing of channels is shown starting on the bottom of page 2. Details of the pricing will be released shortly.
4. Who is responsible for making arrangements with Cogeco to disconnect my current service?
 - a. St. Lawrence Lodge has requested a meeting with Cogeco Officials to work out the details of the transition to Bell TV. This meeting should be occurring shortly. More details will be made available once Cogeco has confirmed the transition details.
5. Will there be a connection fee for the new Bell TV service?
 - a. At this time, St. Lawrence Lodge does not anticipate that there will be connection fee for existing users. New subscribers will be subject to a one-time connection fee going forward after the new system has started up.

6. I currently have internet connectivity through Cogeco. Can I get internet through Bell TV?
 - a. Unfortunately, there internet services are not available through the Bell Satellite system. At this time, there are a limited number of people accessing the internet through Cogeco. The Home is looking at options to provide some wifi services at specific locations in the Home to provide this access. No timeline has yet been established on this project.

7. How quickly will the transition in service occur? Will there be a TV outage during the cut-over?
 - a. Bell TV technicians will be getting things ready over the next few weeks. They anticipate that once the cut-over starts, that there should be a minimal TV outage. They are anticipating perhaps a 4-6 hour outage or less, if everything goes smoothly.

8. Will my television and remote work with the new Bell TV system?
 - a. Some older style televisions will not support the newer technologies used to send satellite programming signals. St. Lawrence Lodge has surveyed each existing cable subscribers in the Home to see what kind of television they are using. This information has been sent to Bell TV to review and comment on whether the user will be able to receive the satellite signals. The Home will contact any users that do not have a compatible television to advise them of the situation and to give them time to find a suitable replacement. The majority of newer-style televisions and remotes should work with the Bell TV system.

St. Lawrence Lodge Bell TV Channel Selection

Programming			
Channel Name	SLL Package		
A&E			Yes
ABC - East			Yes
AMC			Yes
AMI TV			Yes
BBC WORLD NEWS			Yes
Bravo!			Yes
CBC - Ottawa			Yes
CBC News Network			Yes
CBS - East			Yes
Citytv Toronto			Yes

CMT - Country Music Television			Yes
CNN			Yes
CPAC-E			Yes
CTV - Ottawa			Yes
Dejaview			Yes
Discovery Channel			Yes
DIY			Yes
DTour			Yes
Food Network Canada			Yes
Fox - East			Yes
Game Show Network			Yes
Global - Toronto			Yes
HGTV			Yes
History Television			Yes
Ici Radio Canada Ottawa			Yes
La chaine d'affaires publiques par câble			Yes
National Geographic			Yes
NBC - East			Yes
OLN			Yes
OWN (Oprah Winfrey Network)			Yes
PBS - East			Yes
Sportsnet - Ontario			Yes
Showcase			Yes
Showcase Action			Yes
Silver Screen Classics			Yes
Slice			Yes
Space: The imagination Station			Yes
Sportsnet One			Yes
TCM			Yes
The Comedy Network - East			Yes
The Golf Channel			Yes
The Weather Network			Yes
TLC - The Learning Channel			Yes
TSN 1			Yes
TSN 2			Yes
TVA - Gatineau/Hull/Ottawa			Yes
Vision TV			Yes
AMC HD			Yes
BNN HD			Yes
Bravo! HD			Yes
CBC - Ottawa HD (CBOT)			Yes
CNN HD			Yes
HGTV HD			Yes
History Television HD			Yes
Love Nature HD			Yes
MSNBC HD			Yes
OWN HD (Oprah Winfrey Network)			Yes
PBS - East HD			Yes
Space HD			Yes
Sportsnet 360 HD			Yes
Sportsnet One HD			Yes

The Golf Channel HD			Yes
WGN HD			Yes
EPG			Yes