



# OMNIway

OMNI Video Challenge an All-around Win . . . pg. 3

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## Bunny in the Garden

Garden Terrace resident Phyllis Johnston is seen here during a visit from the Easter Bunny in April.

## Village Green Receives Perfect Ministry Report Score

OMNI quality program credited for success

By Deron Hamel

The Village Green team has had major cause to celebrate the past three months.

It was in February when the Greater Napanee long-term care home had an unannounced visit from

Ministry of Health and Long-Term Care auditors for a resident quality inspection.

Inspectors questioned 40 of the home's 66 residents, their families and staff members about various aspects of care the home

provides, including respect, freedom of choice and overall quality of care.

The result of the inspectors' report was a perfect score with no areas of non-compliance. The management team

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## Two OMNI Homes Serving Up Residents' Recipes

Country Terrace and Rosebridge Manor show what's possible when homes learn from each other

By Deron Hamel

When nutritional care manager (NCM) Alex Achillini contacted The OMNIway in February to share a story about how Country Terrace was incorporating residents'

recipes into meal plans, he hoped other long-term care homes would read the article and follow suit.

This is exactly what happened when Rosebridge

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## Enhancing Already-strong Palliative Practices Key to LTC's Future: Administrator

Exceptional comfort measures should be further focused on in wake of Supreme Court's landmark decision

The Supreme Court of Canada's Feb. 6 decision to lift the ban on assisted suicide has raised some discussion among long-term home managers about what impact the ruling will have. For Marilyn Colton, the administrator at Almonte

Country Haven, the decision should lead to an even greater focus on palliative care.

The Supreme Court's unanimous ruling will eventually allow adults living with incurable conditions that produce intolerable

See 'Colton' page 4

## Woodland Villa Staff Organizes Fundraiser After Colleague's Barn Burns

Over \$12K raised to help Ethel Britton and her husband recover from loss

Ethel Britton recently saw first-hand the love and respect her colleagues at Woodland Villa have for one another when they organized a fundraiser after she and her husband suffered a tragedy.

On Jan. 27 a barn on a hobby farm owned by Britton, a registered nurse (RN), and her husband, Bill,

burned to the ground. While most of the animals living in the barn were saved, the couple lost some goats and a llama. Because of the barn's age, it could not be insured.

But within two days of the fire, Woodland Villa staff members came together and organized a fundraiser

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## Needle Buddies

*Willows Estate volunteer Jayne Philip (left) and resident Sybil Bellmore share a moment during a knitting program at the Aurora long-term care home.*

## Village Green One of Two Ont. LTC Homes to Get Perfect Inspection Score

*Continued from page 1*  
was informed that Village Green is one of only two Ontario long-term care homes to have achieved a perfect audit.

The key to this success is largely OMNI Health Care's quality program, which ensures that quality is always "a work in progress," says Village Green administrator Linda Pierce.

Pierce adds that as part of OMNI's commitment to quality and continuous quality improvement, head office conducts regular audits on the organization's 18 long-term care homes.

After an audit from home office, managers and staff are expected to correct any areas needing improvement.

The Village Green team also has internal processes to self-audit in order to catch areas that need attention, Pierce explains.

"Those play an important part of being able to get on top of things and ensure that everything is in good order," she says.

Following their interviews with residents, inspectors were "very impressed" with the respect Village Green staff and managers consistently show residents, Pierce says.

"Residents, when they were interviewed by the inspectors, had all these positive comments about their care," the administrator says. "That was one of the big things; the residents were saying that they were very happy and families were saying that they were very happy and felt comfortable with their loved ones living here."

Village Green also used its last inspection as a learning experience, which worked in the home's favour.

When the home had an inspection last autumn, auditors highlighted areas where there was room for improvement. Staff members immediately took action to make positive changes in those areas, and their hard work paid off, Pierce says.

"That worked in our favour because we could show progress," she says.

## Community Connection Saves Easter Dinner for LTC Residents

*Frost Manor LEC commends Lindsay legion for organizing Easter dinner for 75 residents*

*By Deron Hamel*

Frost Manor life enrichment co-ordinator Vi O'Leary is extending her thanks to the Lindsay branch of the Royal Canadian Legion for its help ensuring about 75 residents from several long-term care communities had a meaningful Easter supper.

*"They put on a beautiful meal (and) I am very thankful to the legion, and I wanted to share this story of their generosity."*

*— Vi O'Leary, life enrichment co-ordinator, Frost Manor*

For many years, Frost Manor, Extencicare Kawartha Lakes, Victoria Manor, Caressant Care McLaughlin Road, Caressant

Care Mary Street and Ross Memorial Hospital's long-term care home have pooled their resources to host dinners, luncheons and activities for their residents.

The Lindsay Moose Lodge was, for many years, the place where the residents and home managers would meet for Christmas and Easter dinners. However, with the closure of the Moose Lodge, it has been a challenge to find a facility large enough to host these events.

Five of these homes wanted to bring residents together during the Easter holiday but with nowhere to host the event they were unsure it would happen.

On a whim, O'Leary contacted Jim Richardson, president of the Royal Canadian Legion, Sir Sam Hughes Branch 67, to explain the situation. The

legion had hosted a dinner for the homes at Christmas, and with nowhere else to go, O'Leary was hoping arrangements could be made for the legion to host an Easter dinner.

Richardson agreed to have the legion host the event, and the homes' residents and managers gathered there April 1 for an "excellent" meal. The legion's help made a "huge difference" to residents, and O'Leary wants to pass along her gratitude.

"They put on a beautiful meal (and) I am very thankful to the legion, and I wanted to share this story of their generosity," O'Leary tells The OMNIway, adding that residents from all the homes look forward to these large-group holiday meals.

"The fact that (the legion) made it happen made everyone feel good."

## Recipes Help Residents Reminisce

*Continued from page 1*

Manor NCM Kori Bigelow read the article. She e-mailed Achillini shortly afterwards to express interest in replicating the program at the Jasper, Ont. long-term care home.

Achillini explained to Bigelow how Country Terrace's life enrichment department engaged residents and their families to learn about favourite family recipes, and then recreated those meals using the exact same ingredients and procedures.

Before launching the program at Country Terrace, Achillini says residents would often ask him if the kitchen staff could prepare their favourite meals. This sparked the idea to work with the Komoka long-term care home's life enrichment team to gather recipes and make residents feel even more at home.

Food, say Achillini and Bigelow, is extremely important to many residents living in long-term care homes. For many, food represents

independence and choice, so long-term care home kitchens work hard to ensure people enjoy their meals.

Residents have long had input into what food is served at OMNI Health Care homes through suggestions given at residents' council meetings. However, with this program, the recipe process is much more personal and uses the residents' specific cooking instructions which are followed to the letter.

As part of the program, a resident's recipe will be used throughout a given week. The recipes are also printed and displayed on both homes' bulletin boards along with a photo of the resident and the story behind the dish.

Some of the recipes are quite fancy, Achillini says, adding one resident from Eastern Europe has submitted the step-by-step process to make a tasty goulash.

"We already have a goulash on the menu, but this recipe calls for wine and mushrooms, and it's a much,

much better recipe," he says. "This is what we want to see — the residents participating in (creating) the menu."

And there's an added bonus, Achillini says.

"Residents like to reminisce, and this is the idea (behind the program)."

Rosebridge Manor launched its resident-inspired meal program April 10. Resident Hazel O'Shea submitted her recipe for lemon squares, which were served during the home's happy hour. Bigelow got the recipe from the O'Shea's family, and the lemon squares were a big hit with residents and staff members.

"Hazel's family says this is a very special recipe to the family, as it evokes great memories," Bigelow says. "They say many of the neighbourhood kids would gather in Hazel's kitchen, clamouring for one of these squares."

Achillini and Bigelow say they hope this idea continues to spread to other long-term care homes.

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## EDITORIAL

## OMNI Video Challenge an All-around Win

Leadership, creativity, knowledge, and fun and laughter are values central to OMNI Health Care's culture.

And these values are being brought together in the OMNI Video Challenge, a new project that's seeing the organization's 18 long-term care homes create educational projects focusing on quality indicators.

*... creative teams have been talking about their project and preparing for filming. Many homes are planning on performing catchy songs and sketches to ensure their video is remembered.*

Each video will highlight one indicator by demonstrating its importance.

This project is important on many fronts. Firstly, each video will focus on one important aspect of resident care. These areas include falls prevention, pain management, food service, cultural diversity and fire safety.

The completed videos will be shown at OMNI's managers' forum in Kingston May 26-28, where they will be judged by managers and prizes awarded in three categories: quality, innovation and sustainability.

Each video will demonstrate the importance of the quality indicators in an engaging and educational manner. Those involved with production are encouraged to use

their creativity to make the videos stand out — and be remembered.

The completed videos will be uploaded to OMNI's Surge Learning educational management tool, where they can be viewed for educational and training purposes.

The OMNI Video Challenge comes at an important time for OMNI and the province's long-term care sector. As of April 1, Ontario long-term care providers are mandated by the Ministry of Health and Long-Term Care to publicly report on several areas of quality improvement.

These videos will help keep continuous quality improvement top of mind.

There has also been a high level of buy-in from managers and staff members involved with their home's project, which has been encouraging. As reported in recent OMNIway stories, creative teams have been talking about their projects and preparing for filming. Many homes are planning on performing catchy songs and sketches to ensure their video is remembered.

In short, this is a teaching opportunity — but also a fun one. The project is also aimed at demonstrating the passion behind quality initiatives and taking them beyond statistics on a piece of paper or computer screen.

Quality is a major focus for OMNI, and this project is an exciting way for everyone to embrace continuous quality improvement for the betterment of the residents they serve.

Good luck to everyone!



### Thank You, Faye!

Riverview Manor environmental services manager Faye Hetherington (left) is seen here with the home's administrator, Mary Anne Greco. Hetherington retired April 24 after 32 years at the Peterborough long-term care home.

## Garden Terrace Toasts Volunteers with Special Evening

*'It's so important to have volunteers because they make such a difference in the lives of our residents'*

By Deron Hamel

Garden Terrace hosted a volunteer appreciation night April 15 to honour those who give their time to help residents and staff members at the Ottawa-area long-term care home.

*"We've even seen residents who will not leave their room go outside because they've built such a strong bond (with a volunteer)."*

— Julie Mullins, volunteer co-ordinator, Garden Terrace Streamway Villa

Volunteers are essential to a thriving long-term care home, so it's important to recognize people for their dedication to others, says Garden Terrace volunteer co-ordinator Julie Mullins.

The event included a meal prepared by the home's kitchen staff, along with musical entertainment and dancing afterwards.

"It was a 'black and white' theme because, without our volunteers, Garden Terrace would just be black and white — volunteers bring the colour to the home," Mullins tells The OMNIway.

"It's so important to have volunteers because they make such a difference in the lives of our residents. They really help us bring hope, purpose and belonging in health care."

Managers pulled together to organize the event, which was attended by 32 of the home's 40 adult volunteers. The home hosts a separate function for student volunteers.

Mullins says volunteers fill many roles at Garden Terrace. For instance, there's one volunteer who works well with residents who have cognitive impairment. Some of these residents are affected by agitation, and this volunteer's work helps calm residents by providing them with the one-to-one time they need. This, Mullins notes, alleviates

the workload for personal support workers.

Other volunteers help the life enrichment staff with activities, such as in-house events and outings.

Each Garden Terrace volunteer is paired with a few residents to maximize impact. This helps residents and volunteers build a rapport with each other that often garners great results.

"We've even seen residents who will not leave their room go outside because they've built such a strong bond (with a volunteer)," Mullins says.

April 12-18 was National Volunteer Week 2015. The week is marked by events nationwide that celebrate volunteers and all they do to enrich the lives of others. This year is the 74th National Volunteer Week.

Anyone interested in volunteering in an OMNI Health Care long-term care home can call 705-748-6631 for more information.

## Colton: 'I Have Not Seen One Resident Die in Pain'

*Continued from page 1*

physical or psychological suffering to seek assistance in ending their lives.

But Colton sees the more viable option as being something Almonte Country Haven already does well — providing comfort measures to those at the end-of-life stage.

Rather than hosting discussions about what the assisted-suicide ruling will mean, Colton says the push should be to enhance already-strong palliative care practices at OMNI Health Care's 18 long-term care homes.

"I have been (at Almonte Country Haven) since 2011, and I have not seen one resident die in pain — we make sure they're comfortable," she says. "The end-of-life process has to totally encompass comfort in every way. That's psychologically, emotionally and spiritually.

"That holistic approach

at end of life has to be conveyed to the community at large. I think that will, to some degree, detract from assisted suicide."

This message, she adds, needs to be carried out to families and residents upon admission as well as to the community large. This means that discussing the home's palliative care program, its intent and processes, as well as how to manage grief after the fact, is also paramount, Colton says.

"I think those are all things we have to take a good, hard look at due to this new legislation," she says. "If there is an understanding that we are totally committed and totally passionate about this idea that there will be comfort, you will die in peace, we will make sure that we have the means that you will never be in pain. I think that's critical." — *DH*

## Nurse 'Overwhelmed' by Community's Kindness

*Continued from page 1*

to help the Brittons recover financially from their loss.

Dietary department staff member Kim Lalonde organized a Facebook page announcing the March 7 event, which she also led the charge in organizing.

Britton says she's touched by the support she and her husband received from everyone at Woodland Villa and from the community.

"The barn caught fire on a Tuesday and, by Sunday, (staff members) were at my place explaining what they were going to be doing," she tells The OMNIway. "That's the kind of people I work with. I'm just overwhelmed by it all."

The event, which was held at the Royal Canadian

Legion Branch 48 in Morrisburg, included a silent auction, bake and rummage sales, and a chili lunch. The financial goal was to raise about \$5,000. But when it was all over, more than \$12,000 was raised.

Nursing administrative service manager Kim Lama says she attributes the event's success to the hard work of Woodland Villa staff members.

"As soon as we heard, the girls here were going out to different companies and getting gift certificates for the silent auction, signing up for the bake sale and signing up to make chili — the staff members and their spouses were helping out all day," she says. — *DH*



OMNI's operations manager of nutrition and food services Chris Weber (left) and Frost Manor nutritional care manager Neil MacDonald are seen here during a cooking demonstration at the 2015 Together We Care convention and trade show.

## Preparing New Foods Today to Meet the Diverse Needs of Tomorrow's LTC Residents

*OMNI's Chris Weber discusses the importance of creating meals that marry familiar foods with exotic ingredients*

*By Deron Hamel*

With changing resident demographics, long-term-care home kitchens need to incorporate new ingredients and flavours to meet the needs of a more diverse population, says Chris Weber.

Weber, OMNI Health Care's operations manager of nutrition and food services, says one way long-term-care home kitchens can do this is by integrating foods familiar to the Canadian palate and marrying them with more exotic ingredients already enjoyed by the many cultures making up the country's culturally diverse fabric.

"The importance of this is that we're ensuring that we're able to continue to meet the needs and wants of our residents going into the future," Weber says. "We have to be forward thinking and we have to make sure that all of our decisions will benefit our residents."

OMNI's 18 long-term care homes offer two choices at breakfast, lunch and dinner — a main meal and an alternate. Weber suggests using the alternate meal choice as an opportunity to create dishes with a more international flavour to introduce new foods to the majority of residents while bringing a taste of home to others.

To illustrate this concept, Weber and Frost Manor

nutritional care manager Neil MacDonald led a cooking presentation at Together We Care, the Ontario Long Term Care Association (OLTCA) and Ontario Retirement Community Association (ORCA) annual convention and trade show.

During the March 31 presentation — called



*One of the dishes prepared by Chris Weber and Neil MacDonald: Pineapple jerk chicken meatballs with chimichurri and fennel coleslaw.*

Diversified Menus for Diversified Populations — the duo created four dishes that included both traditional ingredients and new flavours: Curried goat and amaranth soup, chimichurri and fennel coleslaw, pineapple jerk chicken meatballs and sweet sticky rice with mango for dessert.

Weber cites the pineapple jerk chicken meatballs as an example of fusing two ingredients — one familiar, one Caribbean that may be less familiar to many residents — and creating a menu item that will appeal to a wide array of taste buds.

"What the jerk flavour on the chicken meatball is going to do is make it appealing to not only people who are familiar with and grew up with jerk cuisine, but also to many others in the home because it's a good flavour," he says.

While OMNI's long-term care homes do not currently have a large number of residents from places like Asia or the Caribbean, this will likely change within the next 10 years, Weber says.

By learning to prepare meals that incorporate a wide range of different flavours appealing to a diverse resident population, long-term-care home kitchens can stay ahead of the curve, he adds.

Many of these dishes are simple to prepare, Weber says. For example, the sweet sticky rice — a popular pudding in Thailand, where it's called "khao neeo mamuang" — can be made by preparing Asian sticky rice, soaking it in coconut milk overnight and topping it with pureed frozen mango the next day.

The result is a tasty dessert that's also nutritious, Weber says.

"Opening our minds and our eyes is not only giving us more selection on our menu, but also giving us healthier options."



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