



OMNIway

OMNI is 'Takin' Care of Business' in 2017... pg. 3

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All Together Now

From left to right, Springdale Country Manor residents Juanita Blake, Elizabeth Burton and Noreen Chandler have found a new way to empower all members of the home's residents' council – by having an executive council team, rather than a president, lead meetings.

OMNI 2017 Highlights: Managers' Forum, Capital Redevelopment, Continuing Quality Enhancement

President and CEO Patrick McCarthy discusses what's most exciting for OMNI this year

By Deron Hamel

The annual managers' forum, continuing the journey of enhancing quality throughout the organization and starting

"(W)e have some really good ideas about content and some exciting proposals."

— Patrick McCarthy, president and CEO, OMNI Health Care

its capital redevelopment process will be some of the most exciting highlights for

OMNI Health Care in 2017, says president and CEO Patrick McCarthy.

This year's managers' forum will be held at the end of May at Calabogie Lodge for the first time. The forum, an important part of OMNI's culture, is an annual retreat for managers from the organization's 18 long-term care homes to come together to network, attend informational sessions and participate in interactive activities.

"We are getting excited again because we think

we have some really good ideas about content and some exciting proposals," McCarthy tells The OMNIway. "(Calabogie Lodge will) be a great place to do it and it's going to be a lot of fun. ... We're really looking forward to it."

As with past forums, this year's event will have a strong interactive aspect, which McCarthy says will be "critical to the success of the forum."

One of OMNI's missions in 2016 was to "embed" the
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Son of Woodland Resident says his Dad Received Care that was 'Second to None'

By Deron Hamel

Mike Robillard says the care his father, Raymond, received while a resident at Woodland Villa for 19 months was "second to none."

Mike contacted The OMNIway in December, asking us to publish a story about the high-quality care his dad received while a

resident at the Long Sault, Ont. long-term care home. Mike commends the home's staff for their resident- and family-focused approach to care as well as for the respect and love they showed his dad.

Raymond passed away in late November. Mike says

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Springdale Residents' Council Replaces Presidency with 'Executive Team'

Springdale Country Manor's residents' council is taking a new approach to make the group more democratic.

Rather than having a president, the group has decided to make the entire council an "executive team." Their reasoning is simple: residents want everyone to feel equally involved in decision making.

Elizabeth Burton, a past president of Springdale's residents' council, says she prefers the team approach to running the council.

Elizabeth says when the group has a president, residents might feel obligated to go along with the president's ideas. However, when it's a group-led approach,

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2 OMNI Chefs Get Private Meeting with Celebrity Chef

Two OMNI Health Care team members were invited to a private information session with Canadian celebrity chef Vikram Vij on Jan. 20.

The meeting served as an opportunity for OMNI operations manager of nutrition and food services Chris Weber and Frost Manor nutritional care manager Neil MacDonald to learn about preparing food with a South Asian flavour

to long-term care residents.

The meeting with Vij, who has appeared on television programs including Top Chef Canada, Chopped Canada and Dragons' Den, was held in Toronto at the office of Shalit Foods Inc., one of OMNI's suppliers.

Vij, who visited Iraq with Canada's Minister of National Defence Harjit Sajjan to cook for Canadian

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An Everyday Hero, Every Day

Pictured above, Pleasant Meadow Manor environmental services worker Anita Wesley receives the home's 2016 Everyday Hero Award from environmental services manager Shari Bertrand, during a ceremony at the home. Shari describes Anita as reliable, hardworking and resident-focused, all qualities that make her Everyday Hero Award well deserved.

Frost Manor gets 100% of Staff Members Vaccinated for Flu

Home wins contest for highest percentage of OMNI team members vaccinated

Tim Hortons outlets around the City of Kawartha Lakes can expect to see a little more business, courtesy of Frost Manor staff members.

The Lindsay long-term care home took first place in OMNI Health Care's annual staff flu vaccination contest recently. Frost Manor had a staff vaccination rate of 100 per cent. Staff members each received a \$5 Tim Hortons gift card.

Doneath Stewart, Frost Manor's director of care (DOC), says the management team rallied hard to get staff members vaccinated for the flu. Staff members were approached and asked if they had received their flu shot. They were also offered incentives in the form of Kit Kat chocolate bars and lollipops.

The Frost Manor management team also led the campaign by

example, Doneath says.

"All the managers get their flu shots first — no exceptions," she says.

Doneath says it's important for staff members in a long-term care home to get vaccinated during flu season because it reduces the risk of getting the virus and spreading it to others, especially to residents.

Despite evidence to the contrary, she says many people shy away from getting flu vaccinations because they think it will cause them to become ill.

"There are lots of myths out there (about flu vaccinations), especially on the Internet," Doneath says.

The DOC adds that staff members are thankful to OMNI for their gift cards.

"They were ecstatic, so I said, 'next year, we're going to be doing the same thing,'" Doneath says.

OMNI, Medical Pharmacies Work Collaboratively to Ensure Medication Safety

Staff education and strict protocols eliminate errors

OMNI Health Care long-term care homes and pharmacy services supplier Medical Pharmacies work together using strict protocols to ensure residents are kept safe from medication harm, says Carla Beaton, Medical Pharmacies' vice-president of clinical innovations and quality improvement.

"Communication between family, residents and the health-care team is so important to ensure we all do our best for resident safety."

— Carla Beaton, vice-president of clinical innovations and quality improvement, Medical Pharmacies

Staff member education plays a key role in this process, Beaton says. Medical Pharmacies provides continuous staff education about medication use, including how to administer medications to all residents safely and what to monitor for effectiveness and/or side effects.

"(Long-term-care home) staff are highly trained in handling the specially packaged medications safely so residents receive their specific medication at specific times," Beaton

explains. "There are policies and procedures in place to guide staff on proper ordering, receiving, administration, documentation and destruction of unused medications."

Medical Pharmacies' pharmacists are highly trained in understanding appropriate dosing of medications for the elderly, Beaton notes. The company's pharmacists visit homes regularly to review each resident's medications and to make recommendations to avoid drug-related problems.

Medical Pharmacies' pharmacists also work with long-term-care home staff to ensure medications are not putting residents at risk of falls or becoming confused. Each resident's medications are reviewed quarterly or more often as needed if conditions change. Physicians and pharmacists are available 24/7 for resident needs.

Additionally, Ontario's long-term care homes are regulated under the Long-Term Care Homes Act 2007 and inspected by the Ministry of Health and Long-Term Care to ensure compliance to regulations. Ongoing internal auditing by pharmacy staff of the medication management system (including storage, handling and documentation) ensures the residents are safe from medication errors, Beaton notes.

There is a lot of documentation to make sure all

steps are being checked and carried out. Quality improvement measures are continually ongoing to make the system safer, she adds.

For example, if medication incidents happen — and when they do, most are "near misses," meaning they are caught before they affect the resident — Medical Pharmacies has a robust online medication incident reporting system to capture the error, Beaton says.

This enhanced reporting system allows quick communication to home management and the pharmacy so issues are corrected quickly. Incidents are tracked and trended allowing OMNI and Medical Pharmacies to update their policies and processes to avoid the mistake reoccurring.

Medical Pharmacies also encourages residents' family members to become involved with their loved ones' care plans to ensure their questions are answered, since each resident is unique and has their own special needs.

"Medical Pharmacies' pharmacists are available to answer any medication related questions that the resident or their families might have," Beaton adds. "Communication between family, residents and the health-care team is so important to ensure we all do our best for resident safety." — DH

Quality Top of Mind in 2017

Continued from page 1

notion of quality throughout the organization. McCarthy says that mission was successful, as evidenced by the capacity to enhance quality that homes created throughout 2016, such as in-home quality teams.

OMNI will continue to build upon quality-focused successes from 2016, and quality will be top of mind at this year's forum, McCarthy says.

"It's going to be a quality conference, and one of the themes is going to be focused on the quality of caring," McCarthy says. "It's going to be taking all of the quality work that we've been doing and turning it into the caring aspect."

OMNI is also looking forward to starting the process with its capital redevelopment in 2017, McCarthy says.

The province is providing funding to Ontario long-term

care operators to renovate 30,000 long-term care beds in 300 older long-term care homes by 2025.

"We recognize that a number of our homes are older and are challenged in terms of their physical capacity, so we're looking forward to getting into that process and starting down the road," McCarthy says, adding OMNI is planning to have two funding applications completed this year.



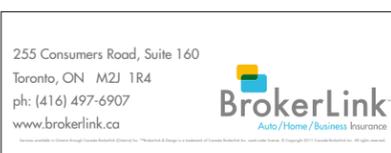
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EDITORIAL



OMNI operations manager of nutrition and food services Chris Weber (far left) and Frost Manor nutritional care manager Neil MacDonald (second from left) are seen here with Canadian celebrity chef Vikram Vij during a private information session hosted by Shalit Foods. During the session, Weber and MacDonald learned about cooking South Asian meals to meet the needs of a growing multiethnic long-term care resident population.

Culinary Session Focused on Meeting Needs of Changing Demographics

Continued from page 1
troops in December, discussed different foods and cooking methods with Weber and MacDonald.

“It’s always nice to share that information so that they can better tailor what they’re doing to help us.”

— Chris Weber, operations manager for nutrition and food services, OMNI Health Care

Long-term care homes are increasingly becoming more multiethnic. With residents coming from a variety of

different ethnic and cultural backgrounds, Weber and MacDonald were keen to learn about new techniques and ideas from one of Canada’s top chefs.

Weber says one of the major takeaways he and MacDonald garnered from the meeting was learning about an Indian mother sauce that can be used in a variety of different South Asian dishes. The sauce contains tomatoes, onions, coriander, garlic and ginger.

“We thought that would definitely have an application in some of our homes where there is an increased demand for international cuisine,” Weber says. “It has a very

mild taste and is not overly spicy, so it’s something everybody can enjoy.”

Weber adds that the dishes Vij suggested to him and MacDonald all had healthy, hearty, comfort-food qualities that many residents would enjoy.

The meeting was also an opportunity for Weber and MacDonald to explain the needs of long-term-care home residents to Vij and Shalit Foods, as well as discuss the unique environment of long-term-care home kitchens.

“It’s always nice to share that information so that they can better tailor what they’re doing to help us,” Weber says. —DH

Move Aimed at Making Council Meetings More Democratic

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people feel more comfortable expressing their thoughts.

Meetings, she says, are more interactive these days.

“Everybody is satisfied this way, and you don’t get this feeling of ‘she’s the boss’ during meetings,” Elizabeth tells The OMNIway. “And I think that’s the way it should be.”

Life enrichment coordinator Candice Stewart has acted as the primary assistant during residents’ council meetings. One of the things she has worked to instil in the group is the

importance of residents being self-advocates.

“I see them becoming more independent and taking on council meetings for themselves, with staff members being there only as assistants,” Candice says.

A group-led approach to residents’ council, she says, is a good way to promote self-advocacy.

“If residents want something, they have to say something. If they see something that doesn’t seem right, they have to say something,” she says. This is their home first, so

educating residents that this is their home first has been a big thing.”

Planning resident outings are an important function of residents’ council meetings. Council member Juanita Blake says it’s important everyone on the council feels comfortable providing ideas and advocating for the activities they would like.

“Spring is coming, and we want to get out of the home when the weather starts getting nice and find places to go, so planning outings is important (to council members),” Juanita says. —DH

OMNI is ‘Takin’ Care of Business’ in 2017

OMNI Health Care’s theme for 2017 is Takin’ Care of Business.

OMNI is in the people business. We’re people caring for people, so the concept of taking care of business is not just about the numbers, it’s not about any single aspect of the organization, it’s about taking care of all aspects of the organization that supports the concept of people taking care of people.

To accomplish this goal in 2017, OMNI has created a strategic plan with four key elements. The first is quality. Creating quality experiences for residents living in OMNI’s 18 long-term care homes is the top priority.

In 2016, OMNI worked hard to build capacity to enhance quality in its homes. A major result of this focus was the implementation of quality teams in each home. Quality indicators, such as restraint reduction, falls prevention and continence care, are being carefully monitored and interventions are put in place to enhance residents’ quality of life.

Now that we have the capacity, the next step in OMNI’s quality journey is to make quality improvement more built-in and intuitive for people working in OMNI’s homes. While data is important, the focus will always be on the goal of improving each resident’s long-term care experience.

This brings us to another element of OMNI’s 2017 strategic plan: innovation. There are many opportunities to enhance quality experiences for residents, so learning new and creative ways to develop outcome-focused interventions will be crucial.

“That’s part of taking care of business, too, as is identifying areas using our social conscience to find better ways, such as our diabetes protocol, where we can work hard on something that actually benefits the whole sector, not just ourselves.” says OMNI president and CEO Patrick McCarthy.

Taking care of business also means focusing on the organization’s Respect Always program. Respect Always is OMNI’s code of conduct and a guiding value of what the organization is about that’s measured through how people conduct themselves.

OMNI will continue to work towards strengthening relationships between staff members and all stakeholders — residents, families, suppliers and unions — in 2017. Working together with all stakeholders is at the heart of creating solutions that benefit everyone.

Enhancing resources is the fourth point of this year’s strategic plan and another important part of taking care of business. Helping families when they bring loved ones to an OMNI long-term care home in every way possible will continue to be a huge component of OMNI’s culture. This means providing people with information to help them apply for subsidies, which will in turn help the administrative and budgetary aspects of the organization, which leads to enhanced care and a better working environment for staff.

“By making sure that we do this in a constrained funding environment, we really support the other activities of our business, which is taking care of people” McCarthy says.



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Family Member Commends Forest Hill's Diner's Club for Bringing Residents and Families Together

Christine Soroka says monthly program is an excellent social tool

Christine Soroka says Forest Hill's monthly Diner's Club provides a unique atmosphere for the Kanata long-term care home's residents and families to break bread and get to know one another.

"It is really a nice gesture, and it's a labour of love."

— Christine Soroka, daughter of Forest Hill resident

Christine's mother, Annette Bisson-Soroka, was a Forest Hill resident, and the two would always share a meal during the Diner's Club. Christine commends Forest Hill life enrichment co-ordinator Craig Forrest for providing such a community-focused atmosphere.

"This is a fabulous way of getting families together," Christine tells The OMNIway. "I could come to the home and share a meal with my mother. It is really a nice gesture, and it's a labour of love."

Christine notes how Forest Hill staff members dress the dining area up to look like a bistro and that staff members act as servers when the Diner's Club meets.

Christine notes that sometimes the Friday-night meals include entertainment. She adds that the meals are also excellent networking opportunities for families.

"We have conversations and we have an exchange of ideas," she says. "And there can be a little bit of therapy there as well."

"It's an occasion for residents and their families to get together; it's a really nice atmosphere."

Held one Friday of each month, the Diner's Club brings together between 50 and 65 residents and family members. Family members usually make up about 15 to 20 of the guests.

Each Diner's Club night features a takeout meal. The fare is usually fish and chips, Chinese food, pizza, or chicken ordered from either Swiss Chalet or KFC. The home also creates a nice setting for everyone, with tablecloths and the best cutlery spread out.

The Diner's Club is held every month except December. In August, the Diner's Club is incorporated into Forest Hill's annual corn roast, which has been a tradition for about 15 years.

Food is a tried and proven tool to bring large groups of people together, so the home started the program six years ago to do just that, Craig says.

"This gives family members an opportunity to come in and join their loved ones for a meal in a different environment," he says. "It also gives families the chance to meet other families and have a support system." —DH



Springdale Country Manor residents Peter Holland and Noreen Chandler are seen here spending time with Hero, a Siberian forest cat, in the home's activity room. Springdale recently started a cat therapy program at the residents' request.

Springdale Discovers the Purr-fect Pet Therapy Program

New therapeutic cat program reaches residents emotionally and socially

Springdale Country Manor residents have benefited from dog therapy programs, and now the Peterborough County long-term care home is offering a program for feline fanatics.

On Jan. 13, Connie Coll, a volunteer from Therapeutic Paws of Canada, came to Springdale Country Manor for the first time with Hero, her Siberian forest cat.

Since many of the seniors are cat lovers, the home's residents' council recently recommended a cat therapy program. Resident Noreen Chandler spearheaded the move to bring cat therapy to the home. Residents at first wanted kittens to come in, but life enrichment co-ordinator Candice Stewart could not find kittens to visit Springdale.

She then did some further research and found

Therapeutic Paws of Canada.

"We have had quite a few people move in who have had to leave their cats behind," Candice explains. "These are real cat lovers, and we have a niche of people whose needs we haven't been able to meet until now."

Hero, who was born in Russia, is a retired show cat. On his first visit, he entered Springdale Country Manor in a stroller with his owner. Residents gathered in the home's activity room and Hero wandered around, visiting everyone.

Residents spent time with Hero and shared stories with each other about cats they had owned.

"Before we knew it, we had a train of people waiting to see the cat — people I didn't even know were true cat lovers," Candice says.

"They were over the moon and completely ga-ga for these cats, including people who normally don't go to activities."

Candice says residents were inquisitive and everyone was interested in learning Hero's story. The program proved to engage residents at both social and emotional levels, Candice says.

"There was a real social environment. Pet therapy always has an emotional environment. This was social and emotional," she says.

Given the success of Hero's first visit, he will be coming to Springdale Country Manor every Friday morning at 10 a.m. as part of regular programming. —DH

Visit tpoc.ca for more information on Therapeutic Paws of Canada.

Mike Robillard Praises High Quality of Care Provided by Woodland Villa

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after his dad passed away, he, his mother, Ruth, and sister, Gloria Richer, agreed that someone from the family would reach out to The OMNIway to tell the story of the positive experience Raymond and his family had at Woodland Villa.

"I want everyone to know how much I appreciate Woodland Villa and the people that work there," Mike tells The OMNIway.

"We want to let people in this area know that Woodland Villa is a good place for your mother or father to live — it's the closest thing you're going to have to having them at home, and I want to make sure people know that."

When Raymond was receiving palliative care, Mike says the Woodland Villa staff members were attentive to not only his dad's needs but also the

family's needs. Nurses would continuously come into Raymond's room to bring him water and to talk with him and the family. Anything Raymond or his family needed, staff members were there to provide, Mike says.

"The nurses would come in — and you could set your watch by them — they would come in every two to three hours to reposition Dad and to take care of

him," he says.

"They would come by, just to visit with us. They were there throughout each day. I stayed 24 hours a day for the last five days that Dad was in there. I got to meet all the staff, the doctors, and they would always be coming by to make sure Dad was OK and to see how we were doing. ... It was like he was their dad."

Mike says one of the strengths Woodland Villa

brings to the table is experienced staff. Some members of the nursing team have been working at the home for more than 20 years.

"When you have people working there that long, it tells me two things: they like their work, plus they like the company they're working for," he says. "You have people there who want to be there, people who want to look after the residents, and to me that's priceless."

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