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‘Those meddling kids!’ Rosebridge Manor team members dressed up as characters from the Scooby Doo cartoon series as part of a 1970s-themed evening at OMNI Health Care’s 2017 Quality Forum at Calabogie Peaks Resort.

Outstanding Participation a Major Highlight of 2017 OMNI Quality Forum

‘Everybody who came was here to participate. Nobody held back’

By Deron Hamel

CALABOGIE, Ont. – Asked what stands out most for him about the 2017 OMNI Health Care

“It’s not in everyone’s comfort zone to sing in the afternoon, and (Sean McCann) got us going, which in turn got him going.”

— Patrick McCarthy, president and CEO, OMNI Health Care

Quality Forum, Patrick McCarthy, the organization’s president and CEO, says it’s the high level of participation and engagement from the

more than 130 team members attending.

Indeed, this year’s forum, which was held at Calabogie Peaks Resort May 30 to June 1, was teeming with engaging, energetic presentations and fun activities that tied in with OMNI’s quality focus.

During the afternoon of Day 1, Sean McCann, former member of Canadian folk-rock band Great Big Sea, kicked off the event with a personal and insightful presentation about his struggle with alcohol addiction.

McCann’s presentation heavily focused on how his music played an important role in his recovery. He performed several of his songs for OMNI team members, encouraging — and receiving

— an outpour of participation.

“It’s not in everyone’s comfort zone to sing in the afternoon, and he got us going, which in turn got him going,” McCarthy says.

“I liked the fact that everyone was comfortable with each other in joining in as a team. . . . Everybody who came was here to participate. Nobody held back.”

Jayne Harvey, a registered nurse, motivational speaker, consultant and longtime fan-favourite at Quality Forums, delivered an engaging presentation on the importance of being mindful of how actions among long-term-care home staff members affect others and how this directly

See ‘Forum’ page 3

Dietary Aide Makes it her Mission to Bring Exotic Animal Handler to Burnbrae Gardens

By Deron Hamel

Dietary aide Janet McInroy was watching an OMNIway video story about Zoo To You recently visiting Streamway Villa when the idea came to her to bring the exotic animal handler to Burnbrae Gardens.

Upon seeing Streamway Villa’s residents enjoying their time with lizards, a chinchilla and snakes, among many other animals, Janet thought Burnbrae Gardens’ residents would also be interested in a visit from Zoo To You.

See ‘Resident’ page 4

Springdale Partnership Providing Valuable Work Experience to Students

PETERBOROUGH, Ont. – A partnership between Springdale Country Manor and the Kinark Child and Family Services’ S.T.R.I.V.E. (Support Teenagers in Readiness for Independence, Vocation and Education) program is offering a unique way to help local high-school students make a difference

in their community.

The OMNIway spoke with the students from Thomas A. Stewart Secondary School (TASSS) and their facilitators on a Friday morning when they were visiting the Peterborough County long-term care home to prep its gardens for planting.

See ‘LTC Home’ page 4

PSW Encouraging Riverview Manor Residents to Expand Their French Skills

PETERBOROUGH, Ont. – The French word of the day one Friday at Riverview Manor was “journal,” which means “newspaper.”

It was an appropriate word selected by Natalie Leblond, since she was being interviewed by The OMNIway about an initiative she has started to encourage residents to learn

a new language.

And her efforts have paid off. Several residents at the Peterborough long-term care home have become interested in either learning French words or practising speaking the language.

Each day, Natalie, a personal support worker who was born in Quebec

See ‘Natalie’ page 2



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Their Hearts Are in It!

Streamway Villa resident Jean Ogden (left) and life enrichment aide Tracey Neville hold two picture frames Jean created in a program for Mother's Day.

Jeanne Irvine's Volunteering has Made a Difference to Residents for 20-plus Years

'The minute I walked through the door and met the residents I loved it'

Jeanne Irvine has been volunteering at Village Green for more than 20 years and she has enjoyed every minute of it.



Jeanne Irvine

"I enjoy working with the residents and being able to do something for them."

— Joanne Irvin, volunteer, Village Green

Jeanne began volunteering at the Greater Napanee long-term care home after a friend suggested she try it.

"I thought I would give it a try. The minute I walked through the door and met the residents I loved it, and I have been here ever since," Jeanne tells The OMNIway.

In an age when it is unusual for people to keep

the same job for 20-plus years, Jeanne says what has kept her volunteering at Village Green is the warm atmosphere and her ability to make a difference to others.

"I enjoy working with the residents and being able to do something for them — it gives me a good lift," she says.

Jeanne's volunteering work sees her running the weekly bingo, helping with the end-of-month birthday parties and helping with outings. She recently started a music program at the home as well.

Volunteering has also been a learning experience for Jeanne, she says.

"There are a lot of things I have learned," she says. "I've learned how to help people with problems — and you learn these things when you see how the nurses and other staff members work with people."

For anyone considering volunteering in a long-term care home, Jeanne has this advice.

"Give it a try; I'm sure you'll like it and you will get a lot of joy out of (working with) the residents, because when you do something for them, you know they appreciate it." — DH

OMNI Chefs Demonstrate Value of Making Eye-appealing Meals

People eat first with their eyes, says Chris Weber

By Deron Hamel

A trio of chefs representing OMNI Health Care recently delivered a mouth-watering presentation focused on the importance of preparing meals in long-term care homes that look as good as they taste.

OMNI operations manager of nutrition and food services Chris Weber, Frost Manor nutritional care manager Neil MacDonald and Riverview Manor nutritional care manager Adam Brand collaborated on a presentation at the 2017 Ontario Long Term Care Association/Ontario Retirement Communities Association Together We Care convention on April 4.

The group's presentation, called Plating with Pride, demonstrated both the B.U.F.F. (balance, unity, focus and flow) principles and plating and garnishing techniques through several meals they created.

The first meal they created was Neil's recipe for Indian street peas, a common chickpea curry sold by street vendors in India, with a basmati rice pilaf. The top of the curry was garnished with a dollop of raita, a condiment made from cucumber, lemon juice and yogurt, which offsets the heat from the curry. Grated radish and green-onion curls provided additional colour.

"The whole point is that the garnishing needs to be functional and edible as well," Chris says. "The garnish needs to tie in with the flavours and the colours of the dish."

Chris and Adam then prepared a broiled Atlantic cod fillet that was topped with a compound butter, which is butter infused with herbs, for both a garnish and added flavour.

The compound butter also dressed the accompanying carrots to tie the flavours together.

Scalloped potatoes were also prepared, and the chefs used a glass to shape the spuds with some height, which is important to a meal's presentation.

A double-lemon-twist garnish — which is a lemon twist with an extra cut to create a spiral illusion — enhanced the meal's appearance. Red-pepper curls also garnished the plate for nutrients, flavour and colour.

Adam's "no-bake cheese-cake s'mores" finished off the presentation. This layered dessert has a graham-cracker crust with a cream-cheese filling mixed with chocolate ganache. A unique aspect of this dessert was the marshmallow substitute the chefs prepared to top the dish.

Rather than using regular marshmallows, they created an "aquafaba," which translates to

"bean water." It's made from extracting the fibres, proteins and starches from boiling legumes and is used most often in vegan baking.

When vigorously whipped, the cooled bean water will develop into aquafaba, which has a meringue-like consistency. Sugar and vanilla were added to the aquafaba, which had the appearance, taste and texture of marshmallow.

"We didn't tell people what it was, other than to say 'bean water was for the dessert,'" Chris says. "I think that caught people's intrigue at the beginning. ... I think people were quite impressed with the result because I don't think they had seen that before."

Chris says the presentation went well and that the chefs accomplished what they set out to do: create food that was both delicious and visually appealing.

"You take the first bite of food with your eyes, so if food doesn't look appealing, someone may not even take the time to try it," he says.

He adds: "We came up with ideas that were realistic, required minimal labour and included items that long-term care homes have in their kitchens. We really tried to drive home the point that garnishing and plate presentation doesn't have to be complicated or add any extra time to each plate."

Natalie Leblond is Helping Residents Learn a New Word Every Day

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City, chooses a French word for residents to practise. Using magnetic letters on the refrigerator in the activity room, Natalie spells out the word, explains what it means to residents and encourages them to use it throughout the day.

"It all started with writing 'bonjour' on the fridge one day and people got interested," Natalie tells The OMNIway, adding her goal is simply to challenge people to learn new words.

"So, I wrote some more

simple words but then went to more complicated words. ... People have started to get involved more and more."

Resident Alan Simmons has been particularly interested in Natalie's program. Born in Montreal to British parents, Alan grew up primarily speaking English, but he could speak some French. However, as time passed, he admits, he lost his ability to converse in French.

"If you don't use it, you lose it, the same as anything else, but (my French is) starting to come back," Alan says.

Natalie's encouragement has sparked his interest in speaking French again, Alan says, and the two are able to have some conversations in French.

"I would like to be back to where I was speaking French years ago," he says.

Natalie says she is impressed with Alan's progress.

"He is doing better than two years ago when I met him; before he was asking me questions in English and I was answering him in French, but now he's talking in French to me," she says. — DH

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EDITORIAL

OMNI Team Members Demonstrate Culture of Quality at 2017 Forum

OMNI Health Care team members working in the organization's 18 long-term care homes demonstrated at the 2017 Quality Forum their understanding of what quality is, how important quality is to the residents they serve and their eagerness to deliver quality experiences.

The Quest for Quality, which was a take on the Amazing Race, brought OMNI team members together to perform tasks focused on six different aspects of quality in long-term care: programming, activities of daily living, infection control, food services, safety and emergency preparedness.

Today, the notion of quality is embedded in OMNI's culture. Quality continues to be — as it always has — a part of everything OMNI does.

Not only did the competitive event showcase everyone's understanding of the importance of quality in long-term care, it was so well-received that there has been interest to replicate the event individually at OMNI homes, so those not attending the forum can try it for themselves.

A lot has changed since OMNI first made quality its organizational focus in 2012. At first, the word "quality" was "very foundational and mysterious," OMNI president and CEO Patrick McCarthy recently explained.

Then there were presentations that focused on mindfulness as it relates to quality. Mindfulness, as discussed by presenters Sean McCann and Jayne Harvey, relates to how people treat each other and how our treatment of people affects everyone around us, positively or negatively.

Today, the notion of quality is embedded in OMNI's culture. Quality continues to be — as it always has — a part of everything OMNI does. What has changed is the understanding everyone has of how quality affects everything.

McCann, a former member of Canadian folk-rock band Great Big Sea, and Harvey, a nurse consultant and motivational speaker, discussed personal experiences to underscore the importance of mindfulness. McCann even brought along his guitar and performed several songs, which garnered significant audience participation.

Quality is not a top-down concept. It is created from within and delivered in all directions. This year's Quality Forum, which was held May 30 to June 1 at Calabogie Peaks Resort, served as the perfect venue to demonstrate this notion.

High staff engagement on all fronts was encouraging to see. It speaks to the degree that OMNI team members are engaged in what they do and understand the value of quality they're bringing others.

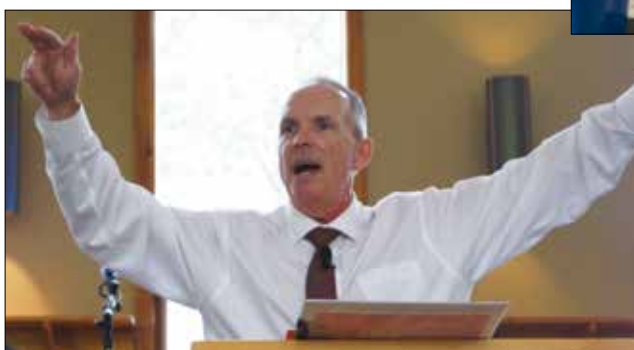
A microcosm of this large-scale understanding of quality was demonstrated on Day 2 of the forum, via an outdoor activity created by Almonte Country Haven team members.



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OMNI Health Care's 2017 Quality Forum brought together more than 130 team leaders from across the organization for three days of learning, networking and fun.



Forum Marries Insightful Presentations With Fun

Continued from page 1 relates to the quality of care delivered to residents.

We're all leaders, we're all on the same level playing field, and I think that's important."

— Shawn Riel, chief operating officer, OMNI Health Care

While the subject matter is serious, Harvey delivered her presentation in a manner that was often peppered

with humour and garnered more than a few laughs.

During the afternoon of Day 2, team members played an outdoor game created by managers from Almonte Country Haven based on the Amazing Race. The event, called the Quest for Quality, married aspects of quality care with fun competition.

The evening of Day 2 featured OMNI's annual Quality Awards presentation. The evening had a 1970s theme, and OMNI team

members went all-out to dress in costumes reflective of the decade. The dining room was jam-packed with team members dressed in a myriad of creative costumes, from Scooby Doo to hippies to a roller-skating disco queen.

"There was such a synergy (at the forum)," says OMNI's chief operating officer Shawn Riel. "I think you really feel like a family. We're all leaders, we're all on the same level playing field, and I think that's important."

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Therapy Dog and His Owner Spreading Cheer at West Lake Terrace

Lesley Campbell says she and her pug, Gibson, get as much back as they give to the home

Lesley Campbell and her pet pug, Gibson, a St. John Ambulance therapy dog, have been volunteering every Monday at West Lake Terrace for about a year.



“Sometimes we spend five minutes with a resident, sometimes we spend 15 minutes with a resident, it really depends on what residents need that day,” Lesley tells The OMNIway.

Together, Lesley and Gibson provide a valuable service to residents of the Prince Edward County long-term care home.

Sometimes Gibson will visit with residents who are ill; he will climb on to their bed and cuddle with them. Other times he will sit on residents’ laps, Lesley notes, adding 10-year-old Gibson has become “addicted to wheelchair rides.”

“Gibson is there to love them; some of the residents never have visitors, and some have no family, so he becomes their family, and we basically become family with everyone at West Lake,” she says. “It’s nice to go there, because we feel that we are a part of their family.”

Gibson’s personality is

well-suited for volunteering in a long-term care home, Lesley says.

“He loves everyone, he is fearless and he is calm and quiet,” she says.

Gibson also gets dressed up for special occasions. At Easter, he was dressed up as the Easter bunny. In October, he came to West Lake Terrace dressed as a pumpkin for Halloween.

“We dress him up for every holiday, and we try to involve him in everything, and the seniors love having their picture taken with Gibson, and he loves being involved with residents,” Lesley says.

While West Lake Terrace residents have been enjoying visits from Lesley and Gibson, Lesley says she is getting a lot from the volunteering experience, too.

“I’ve really enjoyed volunteering at West Lake,” she says. “I enjoy being with all the seniors — you get to know all the seniors and you hear their stories, and I enjoy the interaction and knowing that we’re making a difference.”

In addition to their work at West Lake Terrace, Lesley and Gibson visit another long-term care home in the area as well as at Loyalist College and the air cadet base in Trenton.

April 23-29 was National Volunteer Week 2017. The week was marked by events nationwide that celebrate volunteers and all they do to enrich the lives of others. This year marked the 76th National Volunteer Week. — DH

Anyone interested in volunteering at an OMNI Health Care long-term care home can call 1-705-748-6631 for more information.



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Mark Wilkins (second from left), a child and youth counsellor with Kinark Child and Family Services, is seen here with a group of students from Thomas A. Stewart Secondary School during a visit to Springdale Country Manor to prep the home’s gardens for planting.

LTC Home and Social-service Agency Partnership Creating Opportunities

Continued from page 1

One of the facilitators, Mark Wilkins, a child and youth counsellor with Kinark Child and Family Services, says the collaboration is providing the students with valuable work experience and a chance to make a difference to others in the community.

Mark recalls when the partnership began with Springdale about five years ago there was a resident who was doing a lot of

the gardening. The resident and the students would work together on the prepping and planting.

“Our program hooked up with him, and we used to plant — I would bring a group of kids out here and we would plant with the residents,” Mark says.

As part of the program, students start planting flowers and vegetables in the greenhouse at TASSS around Christmastime. By May, the

vegetables and flowers are sprouting, and that’s when the students come to Springdale to get everything ready for the planting.

The partnership began as a horticulture program but over the years has expanded to include other activities. For instance, the residents and students used to make cards together at Christmas, so there are also social benefits everyone receives from the program. — DH



On May 19, Burnbrae Gardens residents were treated to a visit from Zoo To You, an exotic animal handler. Residents got to interact with an array of animals, including a python, a chinchilla, a rabbit and a small alligator.

Resident: 'That's the Most Fun I've Had in Years'

Continued from page 1

“Janet saw that story and she said, ‘Wouldn’t this be great to have Zoo to You here — the residents would love this,’” Burnbrae Gardens director of care Lesley Maguire tells The OMNIway. Janet pitched the idea to residents during one of their council meetings. The residents were immediately on board with the idea.

Janet got to work organizing a bake-sale fundraiser on her own time to collect the money needed to bring the folks from Zoo To You to the Campbellford long-term care home.

With the help of other staff members, Janet got to work baking pies, brownies and cookies to be sold at a bake sale the home hosted. The sale raised about \$300.

“And Janet came in on her time off to bring (items) in for the bake sale, and then she came in on the day we had Zoo To You here because she wanted to see the residents enjoying it,” Lesley says.

With the funds raised, Zoo To You came to Burnbrae Gardens on May 19. Residents enjoyed their visit with all the exotic animals, which included a

python, a chinchilla, a rabbit and even a small alligator.

“Even some of the residents who are not always that verbal, they enjoyed it — it was amazing,” Lesley says.

“The residents had the time of their lives. They even brought it up again today at their residents’ council meeting and asked when we could do it again. ... One of the residents said, ‘That’s the most fun I’ve had in years.’”

Given the event’s success, Janet is already looking at organizing another fundraiser to invite Zoo To You back to the home, Lesley says.

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