



# OMNIway

Canada's New Dementia Strategy Creates Opportunity for LTC Sector. . . pg. 3

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## Fair Day

*Pictured above, Woodland Villa resident Gladys Atchison and her daughter Donna Krites were among the 400 people attending Woodland Villa's annual Country Fair on Aug. 16. See story page 2.*

## West Lake Terrace and Hospice Partnering to Enhance Palliative Care in Prince Edward County

*Partnership will bring palliative care volunteers, education for staff*

By Deron Hamel

West Lake Terrace and Hospice Prince Edward are in the process of forming a partnership that will see trained volunteers from the hospice go to West Lake, should a person they've been serving in the community move into the long-term care home.

The goal for the home and the hospice is to enhance palliative practices by providing seamless care in Prince Edward County.

The idea for the collaboration began in July when West Lake Terrace life enrichment co-ordinator Janie Denard received a phone call from Hospice Prince Edward service co-ordinator Jane

Moon, asking if the home was interested in partnering to enhance palliative care.

Given that West Lake Terrace is always striving to improve the quality of its palliative and end-of-life care practices, the interest from the hospice was great news, Janie tells The OMNIway.

On July 25, Janie and hospice representatives met to discuss the idea.

"If there is a client that they have been serving in the community who already has volunteer visitors in place, what we want to do is for them to bring those services with them, if (the patient) comes to West Lake Terrace," Janie says.

"We don't want them to

lose their community supports through Hospice Prince Edward; we want them to have the same volunteers that come and visit them and have the same supports, so that's one less change they're going to feel when they have to come to long-term care."

Additionally, Hospice Prince Edward has offered to provide West Lake Terrace team members with educational sessions focused on palliative care, end-of-life care and bereavement.

Hospice representatives will also be meeting with the West Lake Terrace family council to answer questions and listen to suggestions.

Hospice Prince Edward  
*See 'I had' page 2*

## Frost Manor's Rick Riel Wouldn't Rest Until Resident Could ... Rest

By Deron Hamel

LINDSAY, Ont. – When Frost Manor resident Dean Smith had a mechanical issue with his bed, maintenance and environmental services manager Rick Riel was there to help — and wouldn't leave until the issue was resolved.

Dean tells The OMNIway that what impressed him

was Rick's willingness to help him out, even though Rick has a "long list" of things to do every day.

"He hasn't got time to spend with anybody, but the day that he came in and fixed my bed he wasn't leaving until that bed was working,"

Dean says. "There are lots of  
*See 'Dean' page 4*

## Meet Streamway Villa's New RPN-BSO, Kristyn Skitch

Kristyn Skitch has been named Streamway Villa's new RPN-BSO (registered practical nurse for the Behavioural Supports Ontario program).

In addition to working at the Cobourg home for four years, Kristyn worked at another long-term care residence and brings a wealth of experience to the position.

Prior to accepting the position, Kristyn completed BSO training courses at Streamway and was involved with successful interventions to prevent responsive behaviours from residents with cognitive impairment.

Seeing the positive impact BSO interventions have had on residents is something

*See 'Seeing' page 2*

## Country Terrace Everyday Hero Brings Compassion, Commitment, Humour to Work

Life enrichment aide Rachael LeBlanc always wanted to work with seniors, and her passion for working with Country Terrace's residents shows in her work, says Christie Patterson, the Komoka long-term care home's life enrichment co-ordinator.

And it's Rachael's passion for her work and the strengths she brings to the table that helped her earn Country

Terrace's 2017 Everyday Hero Award. Rachael received her award during a ceremony at Country Terrace on June 17.

"She takes great pride in her work. She is always going above and beyond what is required, (and includes) everyone in the home," Christie says of Rachael.

"Our Everyday Hero (awardee) is a caring and  
*See 'Rachael' page 3*



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Streamway Villa's new RPN-BSO, Kristyn Skitch (left), is seen here with the Cobourg long-term care home's administrator and director of care, Kylie Szczebonski.

## Seeing BSO's Positive Impact on Residents Helps Drive Kristyn in New Role

Continued from page 1  
that drives Kristyn, she says.

"It's exciting to see the changes because the behaviours decrease," she tells The OMNIway. "It's nice to see those positive changes."

These positive changes can come from simple interventions. If a resident is confused or wandering, a staff member might hand the resident something that piques their interest, like a puzzle or newspaper.

One resident, for example, has verbal challenges. Staff members have found that giving him a picture board to point to helps him communicate, Kristyn says.

"Staff will ask him what he would like and he will point to the pictures and the words he wants to tell us — and we're more likely to understand him and do what he wants, which prevents behaviours," Kristyn says.

Streamway Villa began receiving BSO funding in 2012. Since then, the home has seen a sharp decline in aggressive behaviours resulting in a better quality of life for the 59 people who call

Streamway Villa home.

Because the program has worked so well, it has garnered buy-in from staff members, Kristyn says.

"They are definitely adapting (what they learn) and that's helping everyone: the residents have less behaviours. We still have behaviours — they're always going to be there — but we know how to manage them better," she says.

Kristyn says there's a positive trickle-down effect from using BSO interventions. If staff members can prevent one resident from becoming agitated, it can also prevent residents who are nearby from becoming agitated, she notes.

BSO is a provincial initiative to help enhance quality of life for seniors affected by dementia and other conditions that cause agitation. The funding, which is provided to long-term care homes through Ontario's 14 Local Health Integration Networks, is largely put towards staff education. — DH

## 'I Had Chills Through the Whole Meeting;' LEC

Continued from page 1  
will also be providing West Lake Terrace with volunteers to have discussions with residents about what their wishes are for end-of-life care.

Janie says the partnership is music to her ears.

"I had chills through the whole meeting — I thought (Hospice Prince Edward's ideas) were fantastic," she says.

"It's so important to us to keep our community partnerships and add to the resources that we have."

# Woodland Villa's Annual Country Fair Creates Strong Community Atmosphere

*Family member applauds 'great atmosphere and sense of community'*

LONG SAULT, Ont. — Woodland Villa resident Gladys Atchison and her daughter Donna Krites had big smiles on their faces as they strolled around the grounds of the Cornwall-area long-term care home during its 11th annual Country Fair Aug. 16.

*"I love it here."*

— Donna Krites, daughter of Woodland Villa resident

This was the first time the mother and daughter had attended the fair, which is the home's flagship annual event. Gladys spent two months selling tickets for the event's prize draws. She said she "lost count" of how many tickets she sold.

Donna said she enjoyed seeing all the faces from the community stopping by her mother's home.

"I love it here — I am very disappointed I can't spend the whole day here," Donna said of the fair.

"I grew up in this area, so it's just nice to see a lot of the old faces and see Mom out enjoying herself in the sun. There's a great atmosphere and sense of community. It's nice to see everybody away from the regular routine."

About 400 people attended the event, which ran from 10 a.m. to 3 p.m. With clear skies and pleasant, warm weather throughout the day, it's no wonder there was such a great turnout, said administrator Janna Sabourin.

Janna added that the Country Fair is not only

Woodland Villa's largest event, it's also a major annual gathering for the local community.

The Country Fair featured horse rides, live entertainment, raffles and lots of activities for children, including a petting zoo, games and bouncy castles. Volunteers Kevin and Shelley Osborne worked the barbecue. The fair also brought several local vendors to the home.

Proceeds raised from selling refreshments and raffle tickets will be donated to the home's residents' council.

The Country Fair was also an opportunity to recognize the recipients of Woodland Villa's Everyday Hero, Inspired Leadership and Lifetime Achievement awards. — DH

## Art Program Instilling a Sense of Creative Pride in Residents

*Residents will soon see their paintings adorning the halls of Village Green*

An art program at Village Green has instilled a sense of creative pride among residents at the Greater Napanee long-term care home, while encouraging people to try their hand at something new.

The Art with Martha program, which is led by volunteer Martha de Bruyn, has encouraged several residents to start painting with watercolours. Other residents have rekindled their interest in painting since starting the program.

Favourite subjects to paint include summer scenes and flowers, says life enrichment co-ordinator (LEC) Karen Coulter.

Soon, residents' completed artwork will be displayed at the home, she adds.

"The residents are really engaged with the painting, and we're going to be putting their paintings up on the walls," Karen tells The OMNIway, adding that this is something residents are

looking forward to seeing.

"The residents, when they're painting, really have a sense of pride in what they have done."



*Village Green residents are seen here painting away in the home's Art with Martha program, which is overseen by volunteer Martha de Bruyn.*

Residents are not just painting on canvases. They have also painted eight of the patio stones in the home's courtyard as part of the program.

The LEC says the goal of the program is to encourage residents who do not have

experience painting to try something new. The program also provides a creative outlet for those residents who have long enjoyed art.

Karen is commending the hard work Martha has put into the program.

"She has so much patience with the residents and does a great job directing them and helping them be creative, and the residents are just so proud of what they have done," she says.

"And Martha also teaches residents to have a sense of pride and motivation to accomplish something."

Martha oversees the program two to four times per month. There are consistently six to eight residents attending the program each session, Karen says.

The program has also instilled a sense of teamwork in some residents, Karen says.

"A couple of residents will sometimes work on the same painting," she says. — DH

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## EDITORIAL

## Canada's New Dementia Strategy Creates Opportunity for LTC Sector

With the passing of Bill C-233 in June, Canada became the 30th country to launch a national dementia strategy. This, of course, is welcomed news for people living with dementia and their families as well as for the long-term care sector.

An estimated 70 per cent of people living in Canadian long-term care homes have some form of dementia. Adding to this, there are more Canadians today who are 65 and older than there are people 14 and younger.

*We have a vested interest in helping to create change.*

Age is the No. 1 risk factor for dementia and Alzheimer's disease, which affects an estimated 564,000 Canadians. Experts say Canada can expect to see that number nearly double to 1.4 million by 2031.

Given the expertise long-term care homes have working with people living with cognitive impairment and their families, the long-term care sector can play an important role in developing the strategy.

So, what will Canada's dementia strategy look like?

According to the Alzheimer Society of Canada, the common elements of dementia strategies from other countries include awareness raising, care co-ordination, research funding, training for health-care professionals and

the sharing of best practices.

Clearly, there are areas where we, as part of the long-term care sector, can help make Canada's dementia strategy successful.

Aside from having experience in many of these areas, OMNI Health Care and the long-term care sector at large have a wealth of expertise to offer to help create a viable Canadian dementia strategy.

Providers are positioned to help with community care services, for example, by advising on best practices related to dementia care, should the opportunity arise. In recent years, OMNI and other long-term care providers have significantly reduced aggressive behaviours and improved quality of life for residents living with dementia, thanks to knowledge learned through the Behavioural Supports Ontario program.

There is a lot of expertise that can be tapped.

The Canadian government has also pledged to engage people living with Alzheimer's disease and dementia to discover what they would like to see addressed in the strategy, which is certainly encouraging.

With a growing number of Canadians expected to develop dementia in coming years, it will be challenging for the long-term care sector to accommodate everyone affected by the neurodegenerative disease.

We have a vested interest in helping to create change.



Just a few examples of the many homemade foods prepared daily at Almonte Country Haven.

## Homemade Baking: It's the Almonte Country Haven Way

*Baking from scratch is a cornerstone of the home's commitment to quality*

If there's one thing nutritional care manager Dave Benn takes great pride in, it's the fact that virtually all of the baked goods he and his team serve each day at Almonte Country Haven are made from scratch.

Every day the Lanark County long-term care home's kitchen is filled with the aroma of fresh-baked cookies, muffins, breads, buns, pies and cakes. Making fresh-baked foods is a cornerstone of Almonte Country Haven's commitment to quality, Dave says.

"It's all done in-house with no mixes," Dave tells The OMNIway.

When crème brûlée is on the menu, residents can expect the popular dessert

to be freshly made. Even the traditional burnt top of the custard dessert is done by staff members using a blowtorch.

When Almonte Country Haven hosts its monthly party to celebrate residents' birthdays, nutritional care worker Caroleann McRae will make and decorate the cupcakes that are handed out.

Asked how the kitchen team finds the time to make everything from scratch, Dave says he carefully plans the schedule to find the hours. Since he has kitchen hours for himself, he can dedicate time to making homemade baked goods as well, he adds.

By making everything from scratch, Dave says Almonte Country Haven is giving residents the meals

and snacks they expect.

After all, homemade food is what the residents are used to enjoying.

"We're in a farming community here, and residents are used to having everything made from scratch," Dave says.

All of the cookies served from Almonte Country Haven's snack cart are baked fresh. And there are many varieties of cookies, including chocolate chip, jam, oatmeal-raisin, shortbread, peanut butter, gingersnaps and macaroons.

This keeps everyone busy, but the residents appreciate the efforts.

"In fact, we probably go through about 1,500 fresh-baked cookies a week," Dave says. — DH

## Rachael LeBlanc Goes 'Above and Beyond'

*Continued from page 1* compassionate person. She comes to work every day with a smile and bounce in her step."

In addition to being a much-loved team member in Country Terrace's life enrichment department, Rachael also sits on the home's joint health and safety committee and helps communicate the latest information from meetings to staff members working in all departments.

But what truly stands out is Rachael's sense of humour, positive attitude and willingness to help others, Christie says.

"You always know where

she is; just follow her laugh," Christie says. "She embodies all of OMNI's values on a daily bases through her commitment to the residents, family and staff of Country Terrace."

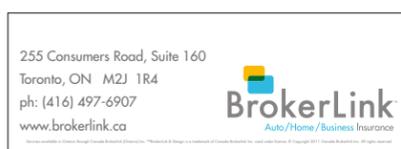
The Everyday Hero Award is given out annually by each of OMNI Health Care's 18 long-term care homes to recognize staff members who demonstrate extraordinary dedication to residents and co-workers.

OMNI announced this year's recipients of the Everyday Hero, Inspired Leader and Elisabeth Hinton Memorial awards at the Quality Forum in Calabogie,



Rachael LeBlanc

Ont. in May. Managers from OMNI's long-term care homes were presented with the names of the award winners. Homes are presenting the awards during their own ceremonies. — DH



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## OMNI's Chris Weber Elected President of CSNM

*'I was really excited because I felt it was my chance to give back to an organization which has given me so much education and professional development over the years'*

OMNI Health Care's Chris Weber has been elected president of the Canadian Society of Nutritional Management (CSNM).

Weber, OMNI's operations manager of nutrition and food service, was voted in as CSNM president-elect during the organization's annual conference on June 16.

*"We really have got a pretty wide stretch of this national association that we're part of."*

— Chris Weber, operations manager of nutrition and food service, OMNI Health Care

The CSNM is a national organization aimed at moving nutritional-care management forward. Members are provided with educational and networking opportunities to advance their professional development and the organizations they represent.

Weber says his first year as president-elect will be focused on marketing, outreach and promotion of the CSNM brand.

"We have a very strong strategic plan that was finalized last year, and one of my key principles in my role will be to carry that plan forward, (and) I'm really excited about this," he tells The OMNIway.

Weber brings a wealth of experience to the CSNM, not only through his role at OMNI, but also as a member of the Ontario Society of Nutrition Management

(OSNM), a board he recently stepped down from after five years in order to run for CSNM president.

The CSNM board always has three presidential roles: president-elect, president and past-president. This is to help people in leadership positions guide each other.

In June 2018, Weber will become CSNM president. In June 2019, he will assume the role of past-president.

Currently, the three roles are well-represented across Canada, Weber notes. CSNM president Eric Evers is from British Columbia; the past president, Natasha Mooney, is from Newfoundland and Labrador; and Weber is from Ontario, so Western, Central and Eastern Canada are represented on the board.

"We really have got a pretty wide stretch of this national association that we're part of," he says.

Weber has been a CSNM member since 2011. He commends the organization for providing him with "the highest quality, most relevant education, relevant to the field of nutrition and also incredible networking opportunities."

Weber says he was encouraged by his peers within the CSNM to run for the organization's presidency. He was nominated and accepted the nomination.

"I was really excited because I felt it was my chance to give back to an organization which has given me so much education and professional development over the years," he says. — DH



Patricia Byatt, pictured in the bottom right-hand corner, is seen here with other volunteers from the Royal Canadian Legion during Riverview Manor's June 14 volunteer appreciation barbecue.

## Legion Volunteer Fulfilling Unique Role in LTC Homes

*Patricia Byatt visits residents who are veterans at homes throughout SE Ont., including Riverview Manor*

PETERBOROUGH, Ont. — For the past 10 years, Patricia Byatt has fulfilled a unique but important volunteering role at long-term care homes throughout southeastern Ontario.

*"I'm there as a listener ... I enjoy listening to their comments."*

— Patricia Byatt, volunteer with the Outreach and Visitation Initiative

Through the Royal Canadian Legion and Veterans Affairs Canada, Patricia volunteers with the Outreach and Visitation Initiative (OVI). She comes to long-term care homes to visit with residents who served in the Canadian Armed Forces.

One of the homes Patricia volunteers at is Riverview Manor in Peterborough.

As a volunteer, she spends one-to-one time with resident veterans as well as advocates for them.

"I find out if there are any issues they need to deal with. I find out about their eyeglasses and their hearing aids, their overall appearance and anything that I can help them out with," Patricia explains.

Some residents living in long-term care homes were involved in active combat and will speak more openly about their experiences with a representative from the legion, Patricia says.

"I'm there as a listener. ... I enjoy listening to their comments," she says. "Some of their rooms are really

well decorated."

Patricia also works with long-term care homes and legion branches to have poppies placed on the name plates outside the rooms of long-term-care home residents who served in the Armed Forces.

Patricia was one of 25 volunteers honoured at Riverview Manor's June 14 volunteer appreciation barbecue.

According to the Royal Canadian Legion's website, OVI volunteers make about 8,000 visits to veterans living in Canadian long-term care homes each year. — DH

For more information, search the 'Outreach and Visitation Initiative' under the 'Support for Veterans' tab at legion.ca.

## Dean Smith Praises Maintenance Manager for Persistence in Fixing Bed Issue

*Continued from page 1*  
things that he does that he doesn't have to do."

The issue was with a cast-iron bracket on the back of the motor which moves the bed up and down for a person's comfort. Dean needs to have his mattress lifted on an upright angle when he rests, so it was important the motor was fixed.

Rick spent a lot of time trying to sort out the problem, Dean notes. He says he was taken by the fact that Rick wasn't going to

stop trying until the issue was resolved.

"He could have done it the next day, but he didn't wait — he knew that I needed it (repaired)," Dean says.

Shortly after Rick fixed the motor, Dean contacted administrator Connie Abrams to tell her what a great job Rick had done and how he refused to stop working until the bed was fixed.

Mindfulness was a major theme during OMNI Health Care's recent Quality Forum. Mindfulness was

discussed in presentations as a major ingredient in recipes for quality experiences in long-term care.

Connie says she reflected on the forum when Dean told her about how Rick had helped him.

"Rick knew how important it was for Dean to be comfortable in bed, (and) he went above and beyond to talk with Dean and try to resolve the broken bed issue," Connie says. "Dean was very thankful and grateful to Rick."



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