



# OMNIway

OMNI's People Demonstrate What it Means to Bring Hope, Purpose and Belonging to Health Care. . . pg. 3

Bringing Hope & Humanity to health care

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Almonte Country Haven team members are seen here after the Lanark County long-term care home received the OLTCA's Workplace of the Year award.

## Almonte Country Haven Receives Workplace of the Year Award from OLTCA

*Award recognizes outstanding LTC homes for commitment to staff engagement, staff recognition and workplace culture*

By Deron Hamel

Almonte Country Haven has been named the Ontario Long Term Care Association's (OLTCA's) Workplace of the Year for its commitment to staff engagement, staff recognition and workplace culture.

Representatives from the Lanark County long-term care home were on hand to receive the award during a Nov. 29 ceremony at the OLTCA's This is Long Term Care conference in Toronto.

In their submission to the OLTCA, Almonte Country Haven team members highlighted the Quest for Quality event they organized during OMNI's Quality Forum at Calabogie Lodge in May. The event embraced each area the OLTCA was

looking for in Workplace of the Year contenders: staff engagement, staff recognition and workplace culture.

The Quest for Quality, which was a take on the Amazing Race, brought team members from OMNI's 18 long-term care homes together to perform tasks at stations focused on six different aspects of quality in long-term care: programming, activities of daily living, infection control, food services, safety and emergency preparedness.

The teams had a physical challenge at each station. For instance, at the infection-control station, people had to put on and remove personal protective equipment. At the food-services station, team members had to taste-test

food that was pureed.

Given that all team members in OMNI homes play crucial roles in upholding high quality standards, the Quest for Quality was created to highlight the different aspects of quality and to underscore that quality relates to every aspect of long-term care homes — not just nursing.

"We cannot underplay the importance of every department in our home and the quality that they add to the resident experience," Almonte Country Haven administrator Carolyn Della Foresta tells The OMNIway, noting residents were involved in the process of creating the event and even helped make the props.

See 'Overall' page 4

## Streamway Villa Receives OLTCA Award for Success with OMNI's Diabetes Program

By Deron Hamel

Streamway Villa is one of the recipients of the Ontario Long Term Care Association's (OLTCA's) Clinical Protocol Excellence award for its success with OMNI Health Care's diabetes protocol.

The Cobourg long-term

care home was presented the award Nov. 29, during the OLTCA's This is Long Term Care conference in Toronto.

Streamway Villa administrator and director of care Kylie Szczebonski says since adopting the protocol,

See 'Daily' page 2

## Tanya Smith's 'Mindfulness' a Major Benefit to Frost Manor, says Manager

LINDSAY, Ont. — Frost Manor environmental services and maintenance manager Rick Riel is praising Tanya Smith for her "mindfulness," following the third trip for residents she has organized to her mother-in-law Nancy DeGeer's farm on Oct. 5.

"I think that she deserves

a lot of recognition for this — this is her baby, she has built it up and raised it going forward, so she deserves some kudos for that," Rick says of Tanya, who works in the Lindsay long-term care home's environmental services department.

During OMNI Health

See 'Tanya' page 4

## BSO Team Creates Communication Tools to Share Information, Enhance Residents' Quality of Life

Frost Manor's Behavioural Supports Ontario (BSO) team has created new communication tools to share information with other staff members from all departments to enhance quality of life for residents living with cognitive impairment.

Recently, the BSO team created a cork board and a

white board at the Lindsay long-term care home to keep staff members up to date on information about residents exhibiting responsive behaviours.

The cork board is primarily used for educational purposes and providing updates about the BSO team. It contains information about what

See 'New' page 2



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Frost Manor RN Brittney Sharpe with the home's new white board.

## New Communication Boards Helping all Staff Prevent Responsive Behaviours

Continued from page 1  
the BSO team calls the P.O.W. and B.O.W. — acronyms for policy of the week and behaviour of the week. Each week the team will post a new behaviour and policy to focus on.

There will also be information on metrics to provide a “BSO glimpse at a glance,” explains registered practical nurse and BSO team lead Justin Hills.

*“This will give staff a better observation on the background history of the residents that we are looking at, so any staff member can have a better understanding of the resident.”*

— Justin Hills, registered practical nurse and BSO team lead, Frost Manor

The cork board even contains success stories, such as Frost Manor's recent initiative to add murals to the hallways to help residents with cognitive impairment navigate the home. The BSO newsletter is also posted on the board.

The second new communication tool is a white board with wooden doors secured with magnetic locks in the main hallway beside the staff room. The white board is designed to alert staff members of specific residents who are exhibiting

behaviours. To keep the information confidential, residents are identified by numbers rather than names.

The board contains information about known behaviours, triggers and interventions that are divided into two categories: proven interventions and trial interventions.

“That's there so that at a glance, the PSW (personal support worker) staff in particular who are coming on shift can open the board up and see the residents who we are tracking and can try using those interventions and letting us know if it was a positive or negative experience,” Justin says.

“This will give staff a better observation on the background history of the residents that we are looking at, so any staff member can have a better understanding of the resident.”

The white board also provides information about ongoing projects the BSO team is working on to not only keep everyone up to date on interventions, but also allow others to give their input, Justin 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

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## Marty Joiner's Life Reflective of What Lifetime Achievement Award Represents

Former Forest Hill resident was dedicated to country, family, residents

It's fitting Forest Hill resident Marcel “Marty” Joiner received the Ottawa-area long-term care home's 2017 Lifetime Achievement Award, as he was the epitome of a person whose life reflected all areas of what the award represents.

OMNI Health Care's Lifetime Achievement Awards are presented annually to people living in the organization's 18 long-term care homes who have demonstrated commitment to other residents, their home and country.

Marty passed away in May at 95, before the award was presented. His family received the award on his behalf at a recent ceremony at Forest Hill.

Marty's life was dedicated to Canada, in time of war and in peace. Marty served as a gunner in the Canadian Army during the Second World War and was a veteran of the Normandy invasion on June 6, 1944.



Marty Joiner

After his time in the military, Marty worked for the Ministry of Transport and the Department of Indian Affairs and Northern Development.

He was also a dedicated volunteer with the United Way, canvassing and gathering donations for the charity for 20 years.

Marty, who raised four children with his wife, Blanche, was also active in Forest Hill's residents' council.

“Marty's easygoing nature and truly kind heart endeared him to all the residents and

staff of Forest Hill,” says life enrichment co-ordinator Craig Forrest, who nominated Marty for the award.

“He always treated all staff and fellow residents with dignity and respect, and almost always had a smile on his face.”

Craig says one of his fondest memories of Marty was accompanying him on a trip to the Canadian War Museum in Ottawa.

At the museum, Marty was reunited with the M4A4 Sherman tank, the Forceful III, he and his battalion drove across northwestern Europe in, during the army's advance from France into Germany in 1944 and 1945.

Seeing the very same tank his battalion used brought back a lot of memories for Marty.

“We lived in that tank,” Marty told The OMNIway, in an interview in October 2016. “Everything from sleeping to eating we did in that tank. That was our home.” — DH

## Daily Huddles Have Helped Keep Hypoglycemic Events Near Nil

Continued from page 1  
which was developed by OMNI with the help of a grant from Boehringer Ingelheim (Canada) Ltd. and Eli Lilly (Canada) Inc. in 2013, the home has had reduced hypoglycemic events to near nil.

“We do not see (hypoglycemic events) anymore; it's very rare, but before we adopted the protocol it happened more frequently, so I think that in itself has made everyone, especially the registered staff, really champions of diabetes care,” Kylie tells The OMNIway, adding Streamway Villa “is very proud” to receive the award.

One of the factors Kylie attributes to this success is that team members have used the diabetes protocol during its daily huddles, where staff from all departments gather to share information.



Streamway Villa administrator and director of care Kylie Szczebonski (left) and RAI co-ordinator Kerrie Chapple (right) accepting a Clinical Protocol Excellence Award during the OLTCA's conference in Toronto Nov. 29.

“It's a good learning opportunity, not just for our nursing staff, but for our entire staff,” Kylie says of the huddles.

“Our dietary staff, house-keeping and maintenance staff are all participating, and they're all learning as well. If they see something that's not right with a resident, they are able to go

to the nursing staff, because they've learned something (through the huddles).”

OMNI launched its diabetes program in 2013 to enhance quality diabetes care for long-term-care home residents across Ontario. The OLTCA has also adopted the protocol.

At the centre of the program is a group of evidence-based order sets addressing several aspects of diabetes care, including nursing assessment, dietary and foot care, and sick-day management. The protocol is also used during resident admissions to OMNI homes.

As part of the protocol, each OMNI home has staff members trained in becoming diabetes educators.

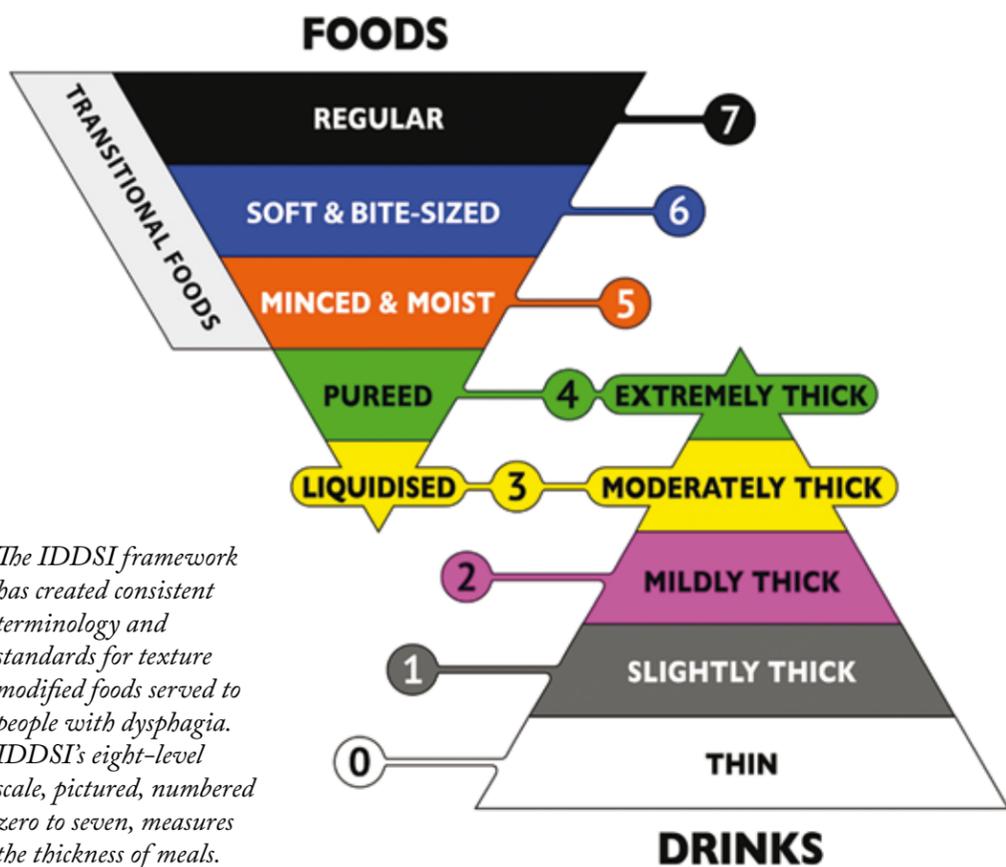
Another OMNI home, Maplewood, also received a Clinical Protocol Excellence Award.

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ACHIEVA HEALTH



The IDDSI framework has created consistent terminology and standards for texture modified foods served to people with dysphagia. IDDSI's eight-level scale, pictured, numbered zero to seven, measures the thickness of meals.

## OMNI Adopting International Dysphagia Diet Framework to Enhance Mealtime Quality

*Framework aims to increase resident safety and food intake, consistency*

As part of its effort to continuously enhance quality across the organization, OMNI Health Care is adopting the International Dysphagia Diet Framework in its 18 long-term care homes.

The implementation will begin in January and the process is expected to be complete by January 2019.

Dysphagia, the medical term for difficulty swallowing, is a common condition among residents living in long-term care homes. The condition affects an estimated eight per cent of the general population, according to the International Dysphagia Diet Standardisation Initiative (IDDSI), the organization that created the framework.

“By adopting the IDDSI framework, we are endeavouring to provide the highest level of quality and safety for residents with swallowing difficulties,” explains Chris Weber, OMNI’s operations manager of nutrition and food service.

“By providing safe, nutritious and consistent textures, evidence has shown a substantial increase

of food intake is possible. Safety, increased intake and consistency are the ultimate goals of the IDDSI framework. OMNI is taking a front-seat approach to this initiative.”

Weber says the families of residents with dysphagia living in OMNI long-term care homes should know that safety and improved health outcomes through proper nutrition are the primary benefits their loved ones will garner from OMNI adopting the framework.

Because of the prevalence of dysphagia worldwide and the fact that countries have different terminology for describing the thickness of texture modified foods, IDDSI has created a common language for classifying thickness levels in its framework.

At the core of the framework is an eight-level scale, numbered zero to seven, measuring the thickness of meals. Zero refers to thin liquids, like water or fruit juices; Level 7 is regular food.

Everyone involved with OMNI long-term care homes, including staff, families and volunteers,

will be involved in the implementation of the framework, Weber says, adding, “everyone must have an understanding of the IDDSI framework to ensure its ultimate success.”

As part of the implementation process, each OMNI home will have an IDDSI team led by a designated IDDSI expert, most likely the nutritional care manager, who will communicate updates and education to all stakeholders.

The team will also have an IDDSI trainer whose role will be to teach others about the testing and evaluation of food thickness levels. There will also be an IDDSI committee of multidisciplinary staff members, both front line and management, across most departments. Their role will be to inform and lead team members within each department.

“OMNI is fortunate to have such great quality people across our organization, that we are perfectly poised and proud to lead the charge in this exciting new initiative,” Weber says. —DH

## EDITORIAL

### OMNI’s People Demonstrate What it Means to Bring Hope, Purpose and Belonging to Health Care

The main ingredient that makes OMNI Health Care’s culture vibrant and the quality of care high in the organization’s 18 long-term care homes has always been its people.

Throughout 2017, The OMNIway highlighted many stories about people who made a positive impact on residents through their caring nature and innovation.

*OMNI team members can take pride in their accomplishments...*

People like Frost Manor environmental services worker Tanya Smith, who organized two outings to her mother-in-law Nancy DeGeer’s farm this year.

On both trips, residents spent several hours visiting with Nancy and her family, and they had opportunities to see the horses, chickens, goats and other animals on the farm. For many residents, this was a chance to reminisce about growing up on a farm.

People like Riverview Manor life enrichment aide (LEA) Adam Wicklum, who every year organizes fundraisers and creates innovative resident programming.

This year, Adam created a program in September called Around the World in Eight Days, which paid homage to different cultures and offered residents opportunities to educate others about their own background as well as learn about other cultures in a fun

and interactive setting.

Adam also spearheaded a Movember campaign once again this year that raised more than \$1,900 for the Movember Foundation, which funds men’s health projects.

People like Streamway Villa LEA Tracey Neville, who was inspired to create a program for Mother’s Day after spotting wooden picture frames with heart shapes cut out of the centre while visiting a shop.

Tracey bought the frames and brought them to Streamway Villa, where she started a program that had the ladies living at the home decorate them. Tracey then called the sons and daughters of the ladies and asked them to bring photographs of them with their mothers.

The photographs were then placed into the picture frames the residents had designed. The residents were presented with the framed photographs on Mother’s Day morning.

These stories only scratch the surface of the many great things people working in OMNI homes do every day to enhance the quality of life for residents. But they provide a glimpse into the dedication that team members bring to the table.

As 2017 comes to close, OMNI team members can take pride in their accomplishments and congratulate themselves for another wonderful year of bringing hope, purpose and belonging to health care. You have done a wonderful job.



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# Unbelievably Realistic Pets Bringing Unbelievable Joy to Burnbrae Residents

*Companion Pets enhancing quality of life for residents of all cognitive abilities*

CAMPBELLFORD, Ont. – A Burnbrae Gardens resident sits with a life-size mechanical cat on her lap. She softly strokes the cat, which happily purrs in response.

“I wish you were real,” the resident chuckles, still petting away.

The cat the resident is holding is one of four realistic stuffed animals from Hasbro’s Joy for All Companion Pet series that Burnbrae Gardens recently purchased from Amazon. There are two cats and two dogs.



*Burnbrae Gardens resident Frank Trombley is seen here holding one of the Companion Pets the Campbellford long-term care home recently purchased.*

Everything about the Companion Pets is lifelike. The fur feels realistic, they bark and meow, they have heartbeats, they move their ears and eyes, and they will even roll over. The stuffed animals also respond to being touched and petted.

April Faux, the Campbellford long-term care home’s administrator and life enrichment co-ordinator, bought the Companion Pets with money she had left in her programming budget for this year. In only two weeks, it has been one of the best investments she has made for resident programming, she says.

“The reactions the residents gave were heartwarming; it almost brought tears to

your eyes how much the residents connected with (the Companion Pets),” she tells The OMNIway. “It has surprised me, in a sense, the reaction they have with the residents.”

While the focus is for the Companion Pets to be used as part of Burnbrae Gardens’ Behavioural Supports Ontario (BSO) program, which aims to enhance quality of life for people with cognitive impairment, residents of all cognitive abilities are enjoying them, April says.

“Even though the residents who do not have cognitive impairment know (the Companion Pets) are not real, they still enjoy holding them and cuddling with them,” April says.

Residents with cognitive impairment are finding it comforting to hold the animals and pet them, April says. Other residents are amazed at how realistic the stuffed animals are, she adds.

“We had one lady who picked up one of the cats and went down to kiss it, and the cat raised its paw and touched the resident’s face, which got quite a reaction,” April says.

One resident who is receiving palliative care has been given one of the cats to hold, and this is having a calming effect, April adds.

The Companion Pets have even had a positive impact on staff members, April says. “The morale has increased with the staff, just by seeing how happy the residents (have been) when providing the four (Companion Pets) to them,” she says.

“One staff member even asked where I purchased them, because they want to buy one for residents out of their own money for Christmas.” — DH

For more about Companion Pets visit [joyforall.hasbro.com](http://joyforall.hasbro.com)



*Tanya Smith (pictured top photo, in the centre, wearing black) is seen with her family at the farm owned by her mother-in-law, Nancy DeGeer (pictured front row at right), on Oct. 5. Tanya, who works in Frost Manor’s environmental services department, has organized three resident outings to Nancy’s farm. In the photos below, Frost Manor residents spend time with some of the farm animals they visited.*

## Tanya Smith Brings ‘Joy and Happiness’ to Residents

*Continued from page 1*

Care’s annual Quality Forum last spring, the importance of mindfulness was a major topic of discussion. Rick says mindfulness is a quality Tanya brings to Frost Manor through her work every day.

Since October 2016, Tanya has organized three trips to the 99-acre farm, which is just outside of Lindsay. On each trip, residents spend several hours visiting with Nancy and her family, and they have

opportunities to visit the horses, chickens, goats and other animals on the farm.

It’s always an outing the residents enjoy, Rick says.

But it’s not just Tanya’s mindfulness with residents that resonates with Rick; she shows this same dedication to other staff members.

“She will spend time talking to the employees as well and making sure that she is not only performing her duties every day, but

that she is also bringing a little brightness every day (to her colleagues), he says.

Brightening people’s lives is, Rick says, something Tanya does naturally well.

“It comes into play here (at the farm), where she got the idea of thinking of the residents as an extension of her own family and asking herself what can she do to bring some joy and happiness to these people’s lives,” he says. — DH

## ‘Overall Communication Has Improved’

*Continued from page 1*

“We wanted to make sure that no department in our home was excluded, and that’s why we made sure we had a station to represent each department and each discipline.”

The home’s submission also focused on the Heart of the Haven program launched in 2016. The Heart of the Haven program encourages residents, families and staff members to recognize the hard work people do by writing notes of appreciation on specially made cards.

The program aims to ensure staff members have everlasting reminders of the positive impact they have on residents

and their co-workers.

Almonte Country Haven has also implemented “quality huddles,” which are meetings held every morning at 10:45 to discuss issues affecting quality in the home. Carolyn says the huddles have increased staff engagement and have been key to quality improvement in the home.

“(Staff members) have expressed that they feel included (and) heard, and overall communication has improved with direct quality benefits to our residents through the continuity of their care,” Carolyn says.

Carolyn says the Almonte Country Haven team is

proud to have received the Workplace of the Year award, and proud that OMNI selected the home’s submission to be sent to the OLTCA for consideration.

“It was truly an honour for (the OLTCA) to accept our submission, and it was really fantastic that OMNI looked at us and said, ‘we really want to recognize the strides you have made in your home,’” she says.

The OLTCA is an organization advocating for Ontario’s long-term care sector. The OLTCA represents about 70 per cent of Ontario’s 630 long-term care homes.

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