



OMNIway

Accreditation, Advocacy,
Continued Quality Improvement
will Highlight 2018. . . pg. 3

Bringing Hope & Humanity to health care

TM

FEBRUARY 2018 • www.omniway.ca



Maplewood registered nurse and diabetes protocol champion Karen Vaughan (left) and Rachel Corkery, the Brighton long-term care home's administrator, are seen here with the Clinical Protocol Excellence Award Maplewood received from the OLTCA in November.

'I am Beyond Proud of Our Team,' Administrator

Maplewood diabetes management skills shine, enhance quality of life

By Natalie Hamilton

Maplewood administrator Rachel Corkery has a sense of pride about her team members and their abilities to enhance quality of life for the Brighton long-term care home's residents who are living with diabetes.

Awesome job. Keep up the fantastic work."

— Rachel Corkery, administrator, Maplewood

It's a holistic approach to care that essentially encompasses "treating the person for their diabetes and not treating diabetes for the person," says Rachel.

"There were a lot of

finger-pricks and blood samples that were all in vain. We took a deeper look."

That "deeper look" at diabetes care and management is benefiting the home's several residents who have diabetes.

It's also receiving accolades from the Ontario Long Term Care Association (OLTCA).

Maplewood received an OLTCA Clinical Protocol Excellence Award in November for its implementation of OMNI Health Care's diabetes protocol.

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

The protocol targets appropriate diabetes management and ensures each resident living with the chronic disease is managed with an individualized resident-centred approach, Rachel notes.

Led by diabetic Champion Karen Vaughan, the home's staff received education based on Canadian Diabetes Association's best practice guidelines as it relates to Maplewood residents.

At the onset of implementation, more than 20 residents of Maplewood were living with diabetes.

"To say that I am beyond proud of our team would be an understatement. Awesome job. Keep up the fantastic work," Rachel says.

Physiotherapy Increases Independence for Resident who Set Goal to Walk

By Deron Hamel

When Frost Manor resident Ala Kruszynska was recently invited on a shopping trip with her son, she was able to walk to his car with the help of the Lindsay long-term care home's physiotherapy team.

This marked a significant

improvement for Ala, says Achieva Health physiotherapy assistant Debbie Ellison.

Since moving into Frost Manor, Ala has required a wheelchair for mobility. But after she started participating in the home's physiotherapy program,

See 'Ala Kruszynska' page 2

Rosie Rollins Remembered as an 'Artist' with a 'Heart of Gold'

Rosie Rollins was such a talented seamstress and knitter that Maplewood administrator Rachel Corkery says she's best described as an "artist."

Rosie would work for hours every day knitting and crocheting slippers, hats and sweaters, all of which she donated to Maplewood's bazaar and residents' council

fundraiser each year.

It wasn't just clothing the gifted Maplewood resident made; she also used her needlework skills to create scores of teddy bears and other animals.

"If you could think it, Rosie would make it," Rachel tells The OMNIway. "She was so talented. She did not need

See 'I Truly' page 2

Forest Hill LEA Comes Up with a 'Picture-perfect' Surprise for Residents' Families

Just before Christmas, Forest Hill life enrichment aide (LEA) Rita Gurova decided to marry her passion for photography with her passion for working with the Ottawa-area long-term care home's residents.

The result was "picture-perfect," you might say.

Rita photographed 144 of Forest Hill's 160 residents. The photos

featured residents in front of Christmassy backdrops, with some residents wearing Santa hats or holding holiday-themed props.

The photos then had a red-and-green border added to them, and they were sent in cards to residents' family members as gifts.

Rita's innovative idea struck a chord with family

See 'Rita Gurova' page 4



OMNI Health Care
2020 Fisher Dr. Suite 1
Peterborough, Ontario
K9J 6X6





Resident Ala Kruszynska and Achieve Health physiotherapy assistant Debbie Ellison are seen here spending time together. Ala has been successful in FrostManor's physiotherapy program.

Ala Kruszynska Recently Able to Walk with the Assistance of Physio Team

Continued from page 1

Ala came up with a goal for herself: to walk again.

"She is very determined, and I am working with her two to three times a week," Debbie tells The OMNIway.

"When people are able to stand and walk, all the organs work better and everything works better."

—Debbie Ellison, physiotherapy assistant, Achieva Health

"I am really impressed with Ala and that she is working so hard. ... She (now) stands at the rail and can do some balancing exercises. I also have her in her wheelchair, and we put weights around her ankle and she lifts her legs in reps of 15."

When long-term care residents improve their mobility, it not only benefits

them physically, it also increases their quality of life emotionally, Debbie says.

"I think it makes them feel proud, and it gives them more freedom and their independence," she says.

Physiotherapy programs at Frost Manor are created to meet the needs of individual residents by Achieva Health physiotherapist Charu Patel. Debbie then leads residents in the exercise program Charu develops.

Keeping long-term-care home residents active through physiotherapy programs helps reduce the risk of falls and enhances quality of life in other ways, Debbie says.

"(Physiotherapy) is really important; we want everyone to stay with strong muscles," she says. "When people are able to stand and walk, all the organs work better and everything works better, so our goal is to keep the muscles strong and all of the organs working well."

Frost Manor's New Way-finding Signs Helping Residents Navigate the Home

Arrows to dining room and hallways are a new idea from BSO team

By Deron Hamel

Frost Manor's Behavioural Supports Ontario (BSO) team has been busy recently coming up with solutions to make navigating the Lindsay long-term care home easier for residents.

"The arrows have enlarged letters with the name of the hallways and the direction pointing to them so that anyone coming from that angle will know where the hallway is."

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

One of the team's latest innovations is posting way-finding signs in the hallways that direct residents

to the dining room and to hallways to avoid the confusion and responsive behaviours that may result when people can't find where they need to go.

The residents have been finding the signs helpful, says Frost Manor registered practical nurse and BSO lead Justin Hills.

The signs, which were produced by Creative Art Co., are arrows pointing in the direction of the dining room or hallways with the words "dining room" or the name of the hallway embossed on them.

In November, Frost Manor's BSO team had the names of the home's hallways — Birch, Elm and Maple — painted on murals represented by the corresponding tree to help residents navigate the halls.

Residents with cognitive impairment are often challenged to find the dining

room or the hallway where their rooms are located. Each of the halls at Frost Manor looks similar, which can add to the confusion, Justin says.

"And you can't always see those murals from every angle of the home," Justin explains.

"What (the new signs) do is point in certain areas. So when you first come in, you can't see two of the hallways. But the arrows have enlarged letters with the name of the hallways and the direction pointing to them so that anyone coming from that angle will know where the hallway is."

BSO is a provincial initiative to help enhance the 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.

'I Truly Believe that Rosie Was the Most Generous Person I Knew,' says Administrator

Continued from page 1

a pattern. She could look at a picture of a certain design and simply know what it would take to make it."



Rosie Rollins

Rosie passed away in January. Because of her creative talents and dedication to the Brighton long-term care home and its residents, Rosie was named Maplewood's 2017 Lifetime Achievement

Award recipient.

Lifetime Achievement awards are presented to people living in OMNI Health Care's 18 homes who have demonstrated commitment to other residents, their home and country.

Rosie was much more than a talented seamstress and knitter, Rachel says.

"Rosie had a heart of gold," the administrator says. "I truly believe that Rosie was the most generous person I knew. She would also be thinking of ways she could help others, give to others and give to the home."

Rachel recalls speaking with a mutual acquaintance of Rosie's before she moved to Maplewood in 2013. Her friend said Rosie "had the innate ability to make any place she was home."

Rachel says this was very true of Rosie.

Rosie could often be found helping Maplewood's environmental services staff with infection control by wiping down and sanitizing high-touch areas of the home, Rachel notes.

"Maplewood was Rosie's home and she felt an obligation to make it a better place," she says. "I do not believe she ever missed a residents' council meeting."

Rachel adds that Rosie was also a resident who lived OMNI Health Care's mission of bringing hope, purpose and belonging to health care.

"Rosie achieved that," Rachel says. "We were all so honoured to have the opportunity to have Rosie share our lives. She will be greatly missed by all." —DH

Like Us On
Facebook



Follow Us
On Twitter

Visit www.omniway.ca to learn more.

We would like to thank the following sponsors who make this publication possible:



811 Islington Avenue, Toronto, ON M8Z 5W8
1-800-331-9433

EDITORIAL



What a Zoo

Willow Estate resident Natalina Petri pets a snake brought to the Aurora long-term care home by Hands on Exotics, a Toronto-based exotic animal handler.

Riverview Manor Receives Funding to Determine Benefits of Social Work in BSO Program

Social worker Laura Johnstone will be working with residents and BSO team until the end of March

By Deron Hamel

PETERBOROUGH, Ont. – As a social-work student, Laura Johnstone did her placement at Riverview Manor last summer and got to know many of the Peterborough long-term care home’s residents.

“It was ideal for me to get the position because I already knew a lot of the residents, so that really has helped.”

— Laura Johnstone, social worker

Having completed her studies in October, Laura is back at Riverview Manor, working with the home’s Behavioural Supports Ontario (BSO) team until the end of March to help determine the benefits of adding a social worker to BSO teams.

The position was made available with funding from the Central East Local Health

Integration Network (LHIN).

Laura says she was a perfect fit for the position.

“It was ideal for me to get the position because I already knew a lot of the residents, so that really has helped,” Laura tells The OMNIway.

In her role, Laura is largely meeting with residents who are exhibiting behaviours to learn about their history. The objective, she says, is to better understand behaviours by better understanding the residents.

“Quite often, (residents) will come (into long-term care) and we know just the basics, but don’t always have an understanding of family relationships (or) the experiences they had in the community,” she says.

By learning about underlying issues and experiences residents may have, agitation and responsive behaviours may be prevented, Laura adds.

Laura also works as an advocate for residents and ensures their rights are protected. Because her job



Laura Johnstone

is not invasive, Laura is able to quickly gain trust with residents, which is important for this role.

“My role is very non-threatening; I don’t wear a uniform,” she says. “The residents will often tell me things they would not tell staff, and that’s very helpful to the BSO team.”

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.

Accreditation, Advocacy, Continued Quality Improvement will Highlight 2018

We’re in a new year, and 2018 is stacking up to a busy one for OMNI Health Care, with a lot going on within the organization and the long-term care sector at large.

First and foremost, 2018 is an accreditation year for OMNI and the organization’s 18 long-term care homes. Starting the first week of March, surveyors from Accreditation Canada will be visiting OMNI homes as we vie for another four-year accreditation.

This is the fourth time OMNI has sought accreditation — a four-year accreditation was granted in 2014, and OMNI and its homes received three-year accreditations in 2008 and 2011.

Accreditation is important because the process shows we have not only met national standards in every area of care delivery, we have exceeded them. That’s something everyone at OMNI can be proud of, and it demonstrates how our quality focus has paid off enormous dividends.

“We are pretty proud of what we do, and we think we are leaders in the sector, so I think demonstrating that to others and getting validation for the successes we have had would be great,” OMNI president and CEO Patrick McCarthy says.

OMNI will also be busy helping the Ontario Long Term Care Association (OLTCA) with its annual Better Seniors’ Care

advocacy campaign ahead of the release of the provincial budget in the spring.

As with past years, staff members at OMNI homes as well as residents and their families will be encouraged to write letters to their local MPPs to support more funding to the long-term care sector. This is crucial, as residents’ care needs are rising and homes are facing staff shortages throughout the sector. More long-term care funding will also be pivotal in helping providers across Ontario meet the goal of redeveloping 30,000 beds ahead of the government’s 2025 deadline.

“We have consistently said that we are underfunded in long-term care, so we are really supporting the OLTCA’s budget advocacy because we believe that’s really important,” McCarthy says.

Of course, OMNI will be continuing its focus on quality and continuous quality improvement throughout 2018. This year, the focus will be to continue to embed the notion of quality throughout the organization.

It’s a strategy that has worked well over the past couple of years, and the goal of enhancing quality will never end — the bar just gets set a little higher each year.

“There are always ways to improve, and that’s taking embeddedness up a notch and making sure that it’s really part of everything we do,” McCarthy says.



OMNIway news is published daily at www.omniway.ca and distributed bimonthly in print to the long-term care community.

OMNI Health Care
2020 Fisher Drive, Suite 1
Peterborough ON K9J 6X6
Tel: 705-748-6631, Fax: 705-742-9197

News Team
Editor: Deron Hamel
Writers: Deron Hamel & Natalie Hamilton
Production Art: Yvonne Hollandy

Consulting Training eLearning } FCS International
(905) 985-6811 | www.fcsinternational.com

ACHIEVA HEALTH

MEDICALMART
www.medimart.com



Crafting Away

Pictured above, Village Green resident Fred Pym works away on a plastic canvas design. Fred has created many designs on plastic canvas, including fire stations, a Santa Claus with his seven reindeer and a Kleenex box cover.

OMNI Recognized by Sysco for Being an Early Adopter of State-of-the-art Menu Program

Synergy on Demand program has been important tool in helping enhance meal services

OMNI Health Care was recently recognized by Sysco Canada with a Pioneer Award for being an early adopter of the Synergy on Demand menu program, which has been an important tool in helping OMNI ensure high-quality meal service in its long-term care homes.

Sysco, OMNI's primary food-service provider, introduced Synergy, a menu software program developed by SureQuest Systems, 20 years ago. The award was presented by Wendy Neuman, Sysco's vice-president of health care sales and marketing, at Synergy's 20th-anniversary gala in November.

"We were among the first ... customers of the Synergy program 20 years ago, and (Synergy on Demand) has really grown nationally and has come a long way," says Chris Weber, OMNI's operations manager of nutrition and food service.

"We really feel it's the best menu system available. It helps us plan meals effectively at a high quality, and we have the support from a great team that is very involved and helpful with our menu program; they have been a huge support to our menu program over the years. They support us in all kinds of ways and are essential

to our menu delivery."

The Synergy on Demand program has been effective in helping OMNI create safe mealtimes for residents, too, Weber says. The program helps manage diet textures, fluid thicknesses and information tracking for residents who have swallowing difficulties, Weber notes.

"There is an element of risk involved (at mealtimes), and having an organized, comprehensive system like Synergy on Demand helps us manage and minimize risk," he says.

Sysco also has a team of menu analysts, registered dietitians, culinary experts and chefs that contribute to the success of Synergy on Demand, Weber says. Working with Sysco and SureQuest, Weber adds, is not a typical customer-supplier relationship; it's a team approach, and "they go above and beyond," he adds.

"We are always working with Sysco or with SureQuest, and they help guide us and provide us with the support that we need," Weber says.

"From a quality standpoint, they are very receptive to input, so the system is constantly evolving and adapting to new needs and challenges we have in long-term care." — DH

Initiative to Provide LTC Residents with Christmas Presents Comes to Streamway Villa

Cobourg resident Vicky Davis launched Stuff a Stocking for a Senior project to ensure people living in local LTC homes received gifts Dec. 25

By Deron Hamel

A project launched by two Ontario women to ensure residents at Cobourg long-term care homes received Christmas presents touched Streamway Villa during the holiday season.

The Stuff a Stocking for a Senior project, which saw 575 Christmas stockings stuffed with gifts and delivered to several Cobourg long-term care homes on Dec. 25, including Streamway Villa, is the brainchild of friends Vicky Davis of Cobourg and Lynn Stewart of Orangeville.

"The community has been absolutely amazing."

— Vicky Davis of Cobourg

Initially, the duo planned to stuff 250 stockings, but the public's support of the project was so immense Vicky and Lynn had to create more to fill the demand.

In June, Vicky contacted Streamway Villa life enrichment co-ordinator Christina Doughty to express her interest in including Streamway Villa in the project. By September,



Vicky Davis, right, and Lynn Stewart, left, are seen here with Streamway Villa life enrichment co-ordinator Christina Doughty, holding stockings they made and stuffed for the Cobourg long-term care home's residents as part of their Stuff a Stocking for a Senior campaign.

the Stuff a Stocking for a Senior program was getting attention from the local media and the donations soon started coming in.

Vicky says she was inspired to start the program last year while visiting her mother, who was living in a long-term care home. She says she noticed some residents were not getting family visits and saw an opportunity to make a difference.

She contacted Lynn, who has organized a Christmas hamper and stocking-stuffing program for Orangeville seniors for the past 11 years, to suggest working together to extend the stocking-stuffing program to Cobourg.

Lynn made the stockings and each was sold to the public for a \$5 donation. The money was put towards buying presents, which included stuffed animals, tissues, toothbrushes, lip balm, hand lotion, shampoo and other items long-term care residents often need or want.

Vicky commends the people of Cobourg for their support.

"The community has been absolutely amazing," Vicky tells The OMNIway. "The support we have gotten — I can't believe it. ... I really want to thank the community because the people were wonderful."

Rita Gurova Photographs 144 Residents and Sends the Pictures to Families as Gifts



Forest Hill resident Barbara McWeeny poses for a Christmas photo that was taken by LEA Rita Gurova.

Continued from page 1

members, many of whom wrote Forest Hill to thank Rita and the life enrichment team for their effort.

"We really got a lot of great feedback from the families about this; the families were so pleased because they were surprised to get a picture of their loved ones," life enrichment co-ordinator Craig Forrest tells The OMNIway.

One of those family members is Linda Murphy,

who e-mailed Craig to thank Rita and the team for the photo of her father she received before Christmas.

"In a way, it is indicative of the happiness and energy you and your team generate in your activities with residents — helping to inject some fun into their lives," Linda writes.

"I deeply appreciate this work and everything else done for the residents and (of course, especially) my Dad." — DH