



# OMNIway

We Do a Great Job Creating Communities, So Let's Keep Taking it Up a Notch. . . pg. 3

Bringing Hope & Humanity to health care

TM

APRIL 2018 • www.omniway.ca



## Playing Along

Village Green volunteer Jeanne Irvine is seen here playing bingo with residents. See story page 4.

## Best Friends of 76 Years United at Pleasant Meadow Manor

Friends since 1942 now both living at the Norwood long-term care home

By Deron Hamel

NORWOOD, Ont. – Hazel Savary and Mary Elliott remember the day they met — May 22, 1942. On that day, the two were in the maternity ward at Toronto East General Hospital, their beds next to each other.

Hazel had delivered her daughter that day; Mary would give birth four days later, on May 26, 1942.

“I remember the day well,” Hazel, now 97, says with a big smile. She sits next to her best friend, Mary, in the activity room at Pleasant Meadow Manor.

“You have a better memory than me,” Mary says, laughing hard.

Throughout the next seven decades, the ladies remained friends. When

Mary moved into Pleasant Meadow Manor a few years back, Hazel would come to the Norwood long-term care home to visit her.

Today, Hazel does not have to travel far to visit her friend. She moved into Pleasant Meadow Manor in February, and it's an arrangement she's more than happy with, she says.

The ladies note that their close friendship also spawned another friendship. Hazel's son, Austin, and Mary's son, Jim, are also good friends.

While Hazel and Mary say they share many things in common, they joke that participating in activities together at Pleasant Meadow Manor is not one of them.

“I go to most of the

activities, but she doesn't like to go to the activities,” Hazel chuckles, as she points at Mary.

Mary says it's not that she doesn't like the activities the home offers, it's just that she's happy to entertain herself with her “own thoughts.”

One of the great things about long-term care homes is that they are a venue that can unite old friends, as is the case with Hazel and Mary, says Pleasant Meadow Manor office manager Sylvia Sanders.

“When Mary was first living here, Hazel's son brought her here to visit her,” Sylvia says. “But then Hazel decided this is where she wanted to be.”

See photo page 2

## OMNI Applauding 2018-19 Budget for Addressing Small LTC Homes, Providing Funding Increases

By Deron Hamel

OMNI Health Care is applauding the Ontario government for commitments made in the 2018-19 budget to support the province's long-term care sector and for the fact this year's budget pays attention not seen before to small long-term care communities.

As a provider of many

smaller long-term care homes, OMNI is particularly pleased with the sustainability funding being provided to support homes with fewer than 64 beds, notes Patrick McCarthy, the organization's president and CEO.

Until now, models for funding and regulating Ontario long-term care

See 'We Have' page 2

## Family Member says Support from Wildwood Team has Made Wife's Transition into LTC Easier

Moving his wife of 57 years into a long-term care home was a difficult decision for Chuck Armstrong, who says he felt guilt and anxiety about the situation. Eight months after Chuck's wife moved into Wildwood Care Centre, however, Chuck says the home's staff members and management have put his concerns to rest.

Chuck's positive experience with Wildwood Care Centre inspired him to write an e-mail to The OMNIway to share how the team at the St. Marys, Ont., long-term care home has helped his wife and provided him with support as the couple adjusts to this change.

When Chuck's wife first  
See 'Chuck' page 2

## Riverview Manor's Partnership with Fleming College a 'Win-win'

PETERBOROUGH, Ont. – A collaboration between Riverview Manor and Fleming College's occupational therapist assistant and physiotherapist assistant program is a “win-win” for both the Peterborough long-term care home and the students involved with the partnership, says instructor Jeanette Boersma. Jeanette, an occupational

therapist, and a group of her students are currently at Riverview Manor as part of the placement program.

For more than 10 years, students from Fleming's occupational therapist assistant and physiotherapist assistant program have been working with residents and physiotherapists and physiotherapist assistants

See 'Residents' page 4



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



Postage paid  
Publications Mail  
40036450



## Together Again

Mary Elliott (left) and Hazel Savary (right) have been close friends for nearly 76 years. Today, they are both living at Pleasant Meadow Manor. See story on front page.

## Chuck Armstrong Applauds Wildwood Team Members for their Dedication to Residents

Continued from page 1  
moved into Wildwood Care Centre, Chuck says it was stressful to go into an environment he was unfamiliar with for visits. But he says he quickly saw the “empathy and compassion” staff members have for residents.

*“(The staff) have dispelled all my previous apprehensions that I held worrying about my wife.”*

— Chuck Armstrong, husband of resident, Wildwood Care Centre

Bringing dinner to share with his wife nearly every night, Chuck has spent a lot of time at Wildwood Care Centre.

“I had many hours to make friendships with many residents and staff alike,” Chuck says. “I can’t say enough about the great staff at Wildwood; it has been my privilege to experience and observe what a great team effort (has come) from everyone.”

Chuck says any issues or questions he has had have been “handled with

professionalism in an expedited manner.” Chuck is also tipping his hat to administrator Scott Walsh for the support he has received during the past eight months, adding Scott and the rest of the Wildwood Care Centre team have erased the concerns and misconceptions he had about long-term care.

“They have dispelled all my previous apprehensions that I held worrying about my wife,” he says.

“This is not a pleasant situation for any of us to be facing in our senior years, (but) the staff at Wildwood has made this transition to have my wife in a long-term care home... convince me she has the best care possible.”

Chuck says the work the home’s staff members do is demanding, both physically and emotionally. But through Scott’s leadership and the dedication of all team members, Wildwood Care Centre has created a “warm and friendly” atmosphere, Chuck says.

“I just can’t say enough good things about Wildwood care staff for all the love and care they give to residents,” he says. “They make the warmth and personality of the home.” — DH

## Residents’ Choice Lunch Program Brings Forest Hill Residents their Favourite Meals

*Life enrichment and dietary departments co-ordinate quality meals*

A lunch program at Forest Hill started with a simple request in 2016. Some of the Ottawa-area long-term care home’s residents were craving club sandwiches and asked for them to be available on the lunch menu.

But the famed triple-decker toasted sandwich filled with turkey, bacon, lettuce and tomato isn’t the easiest to produce for 160 people. On top of that, it’s not a meal everyone would be able to enjoy.

So life enrichment co-ordinator Craig Forrest and nutritional care manager Sharon Reid got together and created a residents’ choice lunch program, an idea Sharon came up with.

Each month a group of 10 to 15 residents selects a meal they want. Often the meal is something that’s normally too complicated to feed



160 people or has a texture which is restrictive to others.

Other meals that have been served since the program began include quesadillas; poutine (for Canada Day); steak, baked potatoes and sautéed vegetables; Philly cheesesteak sandwiches; Montreal smoked meat sandwiches; Montreal-style steamed hot dogs and even a make-your-own-pizza day.

The life enrichment staff will set up an area for the

residents to dine in, and there will be decorations and music to go along with the theme of the meal.

For instance, on the day tacos were served, there were Mexican-themed decorations and Mexican music was played.

“It’s a program that a lot of our residents enjoy because it gives them a chance to have a meal they normally wouldn’t be able to have,” Craig says. — DH

## ‘We Have Seen Really Great Results’

Continued from page 1  
homes have not been favourable for the viability of small, rural long-term care homes, McCarthy says.

The Ontario Long Term Care Association (OLTCA), which advocates for more than 430 private long-term care homes in the province, has been asking for budgets to include more focus on smaller homes for several years, he adds.

The focus on small homes in the 2018-19 budget is unprecedented, McCarthy says.

“We haven’t seen that before,” he says. “There is a lot of discussion about how to make smaller homes viable, and so this budget includes a provision to provide some additional funding for very small homes in the nursing envelope in order to help the viability of nursing staff.”

“We hope this is a sign of things to come in terms of complete focus on the viability of smaller homes so we can keep serving those smaller communities.”

McCarthy says OMNI is

also “very pleased” with the government’s commitment to providing stable funding increases directed at personal care and programming, which will help meet the inflationary pressures of costs.

The budget also includes earmarks for the Behavioural Supports Ontario (BSO) initiative, a program that supports enhancing the quality of life for seniors with cognitive impairment, largely by providing caregiver education.

“We think (BSO) has been an excellent program that has demonstrated results, particularly where we have been able to have embedded BSO teams,” McCarthy says. “We have seen really great results, so that further investment is greatly appreciated.”

The budget includes an \$8-million commitment to fund equipment in long-term care homes to prevent falls and injuries, which McCarthy says is another step forward.

“There are advancements in equipment and technology that we need to keep pace

with, so establishing a fund to help us acquire equipment that would support resident safety and security is a great step,” he says.

While the 2018-19 budget is receiving favourable reviews from OMNI and the OLTCA, McCarthy says there are still improvements that can be made in the future.

For example, the budget does not address accommodation funding, but McCarthy says he is hopeful the government will address inflationary pressures when this announcement is made in the coming months.

The budget did include welcomed increased funding for food costs, but McCarthy says OMNI believes it is important to invest in staffing in long-term-care home nutritional care departments.

“We would have preferred to see more focus on nutrition staffing, as we feel that (increased staffing) may be as important, if not more important, than (increasing the budget) for raw food itself,” he says.

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

255 Consumers Road, Suite 160  
Toronto, ON M2J 1R4  
ph: (416) 497-6907  
www.brokerlink.ca

**BrokerLink**  
Auto/Home/Business Insurance

**Surge**  
Learning Quality Policy

EDITORIAL



Springdale Country Manor organized a lunchtime chili sale Feb. 15 to support missionary work LEA Trish Mills (pictured far right) undertook in Belize. Trish and her husband joined Andy and Maureen Harjula (pictured at left) in Belize. The fundraiser was organized by Springdale life enrichment co-ordinator Sonia Murney (pictured second from right).

## Springdale Team Members Rally to Support LEA's Mission Work in Belize

The chili fundraiser they organized brings in \$182 that Trish Mills and others will use to help children and churches

PETERBOROUGH, Ont. – Trish Mills' colleagues at Springdale Country Manor rallied to her side Feb. 15 when they hosted a chili sale to help support a two-week mission in Belize she and her husband undertook.

*"Everyone has been so interested and is extending their best wishes to me, and, of course, Sonia really ran with the fundraiser, so I was really, really touched by that."*

— Trish Mills, life enrichment aide, Springdale Country Manor

The event raised \$182, which, along with other money raised, went towards helping children and their

families pay for school fees, starting a lunch program in schools and painting a church, among other things.

Trish, a life enrichment aide (LEA) at the Peterborough County long-term care home, spent two weeks with her husband, Peter, in the town of Dangriga with other parishioners at St. John's Church in Ida, where Peter is rector.

Two of those parishioners are Andy and Maureen Harjula, who have performed missionary work in Dangriga for several years and have established a strong relationship with the churches and schools in the town of 10,000.

"There are roots to those relationships that really appeal to Peter and me, and the practical nature of the ministry and the service that they offer," Trish says, when asked why she and her husband decided to join the

Harjulas on this year's mission.

It's a mission that has made a difference. Andy says gardening and local food production is uncommon in Belize, but through the mission's work, the people of Dangriga are benefiting. "For example, one of the people we have helped is now producing enough limes to support himself for a year," Andy says.

This was the first time Trish had been to Belize.

Trish says she's also thankful for the support she received from colleagues at Springdale Country Manor, especially life enrichment co-ordinator Sonia Murney, who organized the chili fundraiser.

"Everyone has been so interested and is extending their best wishes to me, and, of course, Sonia really ran with the fundraiser, so I was really, really touched by that," she says. — DH

## We Do a Great Job Creating Communities, So Let's Keep Taking it Up a Notch

Judging by many of the stories The OMNIway has covered recently, it's hard not to notice the spirit of community that flows through each of OMNI Health Care's 18 long-term care homes.

It's also hard not to notice how this deep feeling of connectedness has become embedded in the DNA of OMNI's culture and how people working within the organization not only embrace its value, they demonstrate it every day.

We recently learned how two ladies who have been best friends for 76 years are now living at Pleasant Meadow Manor. Hazel Savary moved into the Norwood long-term care home in February, but her friend, Mary Elliott, has been a Pleasant Meadow resident for some time.

Hazel and Mary say it's nice to be able to visit each other whenever they want and that being able to stay connected is enriching for both of them.

There's also a strong spirit of community among OMNI staff members. Springdale Country Manor life enrichment aide Trish Mills saw this first-hand when she participated in mission work in Belize in February.

When Trish told her colleagues of her plan to travel to the Central American country to help schoolchildren and a church, her co-workers organized a chili sale and

raised \$182 that was donated to Trish's mission.

Sherry MacDonald, a health-care aide who has worked at Village Green for 33 years, reflects on how Village Green is the only place outside of her home where she feels "at home." Sherry says people working at Village Green consider each other family.

"We have had our kids together, we have raised them all together, we now have grandchildren together, and there isn't anything we wouldn't do for one another," Sherry says.

There is a valuable benefit this strong sense of community has to the more than 1,400 people who live in OMNI long-term care homes as well as to staff members.

For residents, having this sense of community eases the transition into long-term care. If people are leaving one community, they want their next step to be in another community.

For staff members, the connectedness felt at OMNI homes creates a family atmosphere that makes jobs more rewarding.

As we move further into 2018, the theme of connectedness is worthwhile keeping top of mind. How can we strengthen our ties with each other? How can we strengthen our sense of community for residents?

We're doing a great job already, let's take increasing connectedness to the next level.

*Share Your Story!*

Do you have a story you would like to share with the OMNIway?

E-mail Deron: [deron@axiomnews.com](mailto:deron@axiomnews.com)

OMNIway news is published daily at [www.omniway.ca](http://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 & Writer: Deron Hamel  
Production Art: Yvonne Hollandy

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

(905) 985-6811 | [www.fcsinternational.com](http://www.fcsinternational.com)

## Working at a Small Home has Been a Welcomed Change for Village Green NCM

*'You really get to know the residents on a personal level, and it's such a cozy home,' says Miranda Ray*

Before starting her position as nutritional care manager (NCM) at Village Green in November, Miranda Ray was working at a long-term care home with more than 250 residents. Working at Village Green, which has only 66 residents, has been a big change, she says.



Village Green nutritional care manager Miranda Ray is pictured here holding a plate of pureed turkey, mashed potatoes and carrots.

*"Mealtimes are some of the most important times of the day for residents... They get to socialize. Sometimes they are able to enjoy a meal that brings back a memory that's comforting..."*

— Miranda Ray, nutritional care manager, Village Green

It has also been a welcomed change for Miranda. Working at a smaller home has allowed her to get to know residents on a more personal basis, something Miranda says she appreciates.

"This is great because you really get to know the residents on a personal level, and it's such a cozy home," she tells The OMNIway. "It's so cozy, and when you walk in you see the fireplace and there's music going, it feels so welcoming. It has been a great experience here so far."

Miranda says there is also a family atmosphere at the Greater Napanee long-term care home.

"Everyone looks out for each other, and everyone really gets a sense of community," she says. "I have really enjoyed working at this home. It's unlike any

place I have ever worked at."

Miranda notes that Village Green's residents are even invited into the interview process for new staff-member recruits.

"When we are interviewing people we have residents come in and meet those people to get a sense if they will fit in with the family, which is an extended part of us," she says.

Looking ahead, Miranda says she is working to continually improve the quality of meal service at Village Green. Mealtimes are important to residents, and Miranda says she hopes to make good experiences even better by working with residents and team members.

"Mealtimes are some of the most important times of the day for residents," she says. "They get to socialize. Sometimes they are able to enjoy a meal that brings back a memory that's comforting, so looking at that and seeing where we can improve our meal service to make it even better is going to be a goal." — DH

## Volunteer Jeanne Irvine has Been Making Village Green Residents Smile for 22 Years

*Volunteering started as a way for Jeanne to spend her time during her retirement. It has turned into a mission of love*

SELBY, Ont. — Jeanne Irvine has been a dedicated volunteer at Village Green for about 22 years. What began as a pursuit to keep busy in her retirement has turned into a passion for helping people living at the Greater Napanee long-term care home.

"At the time, I was thinking about retiring and I wanted something to fill my time," Jeanne recalls. "So one of my friends worked here and said that I should try (volunteering)."

Since then, Jeanne says she hasn't looked back. It's the residents, she says, that have made the greatest impact on her.

"I just fell in love with them; each one of them," she says.

Jeanne says her favourite aspects of volunteering at Village Green have been meeting people and helping residents.

And there has been a lot of learning along the way, she says.

"I learned a lot of patience. Dealing with the older people you find out their needs quickly," she says.

Most of the work Jeanne does is with programming. She particularly enjoys helping residents when bingo is on. She also accompanies residents on outings. And if residents need to talk, she's there to listen, Jeanne says.

Jeanne has also been involved with fundraising at Village Green. She even raised money to help build

the home's garden and gazebo, which residents have enjoyed using. The garden is fenced and even has a rubberized pathway.

If the folks at Village Green ever need help with any other type of initiative, Jeanne says all staff members need to do is ask and she will be there.

"If they have something for me to partake in, I will be a part of it," she says.

Asked what has been most rewarding in her volunteering career, Jeanne says it's her ability to make residents happy.

"(It's) when you do something for them that you know they appreciate," she says. "And they're quick to tell you. Very quick." — DH

## Residents Get Additional Help in the Physio Program, while Students Gain Valuable Experience

*Continued from page 1* to build their skill sets.

Many residents require therapy to regain and maintain their strength, so the work the students are doing also enhances quality of life for residents, Jeanette notes.

The Riverview Manor team's feedback about the students and the partnership has always been positive, she adds.

"We have always been asked to come back, and I have had a number of staff members already come up to me and comment on how they have seen the students work with the residents and how positive it has been to have some extra hands and attention for the residents," Jeanette tells The OMNIway.

The partnership has also garnered favourable commentary from students, Jeanette says. The experience provides them with hands-on experience and allows students to build not only their therapy skills but also their communication and



Fleming College instructor Jeanette Boersma (standing, far left) is seen here with some of her occupational therapy students and physiotherapist assistant Jody Harris (standing, far right). The students are doing a placement at Riverview Manor as part of a partnership between the Peterborough long-term care home and college.

relationship-building skills, which will be transferable to any discipline the students pursue.

"Students have always had really positive feedback about the placement because it gives them a wide variety of experience, and they really enjoy working with

the residents," Jeanette says.

"If they are here for seven or eight weeks, they can really develop some good relationships with the residents here, and they see how much the residents enjoy their contact with them and their opportunity to work on various activities." — DH

Like Us On  
Facebook



Follow Us  
On Twitter

Visit [www.omniway.ca](http://www.omniway.ca) to learn more.

**MEDICALMART**  
[www.medimart.com](http://www.medimart.com)

**MEDICAL PHARMACIES**  
590 Granite Court, Pickering, ON, L1W 3X6  
TF: 1-866-689-3169 • [medicalpharmacies.com](http://medicalpharmacies.com)

Good things  
come from  
**Sysco**

Funding for this OMNI publication has been provided in part by the following Local Health Integration Networks:  
Central LHIN, South East LHIN, Champlain LHIN, South West LHIN, Central East LHIN