



OMNIway

Memories of a Resident Advocate... pg. 3

Bringing Hope & Humanity to health care

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St. Paddy's Pride

Riverview Manor residents and staff members were decked out in green for the home's annual St. Patrick's Day celebration. See story page 2.

OMNI Residents Encouraged to Use Their Strengths and Skills

Providing meaningful work for residents ties in with OMNI's mission of bringing 'hope, purpose and belonging to health care'

By Deron Hamel

People living in OMNI Health Care's 18 long-term care homes have a lifetime of work experience, and staff members often find jobs and chores to tap into their skills.

Frost Manor resident Gerald Hefferon is a carpenter by trade and is an all-around handy guy. So when he was looking for work to do around the Lindsay long-term care home, staff members were more than happy to accommodate him.

Rick Riel, who manages Frost Manor's maintenance and environmental services departments, says Gerald's request came up one day at morning report.

"I went and asked Gerald

if he would be interested in helping with some knock-down furniture, and he was quite excited about that," Rick recalls. "We went one day and put a cabinet together and he was really excited."

Gerald also works with a co-op student, Nick Grimes, who is doing a placement at Frost Manor. Together, they have put up cabinets and repaired pumps on hand sanitizers and soap dispensers.

"It has been good for everyone — it was good to see the co-op student and the resident relating to one another, and the resident took on the leadership role of being the foreman," Rick says.

Gerald says he enjoys doing the work.

"(It) gives me something to do when I'm bored or to pass time," he says.

Rick has also called upon the expertise of resident Joy Dobson, who has experience managing a laundry facility, to help Frost Manor's laundry department.

Joy helps sort socks and fold laundry every day at Frost Manor. She enjoys the work and the interaction with the laundry department staff members, she says.

"It's clean, the staff are easy to work with, it gives me something to do, and it is a change of scenery from my room," Joy says, adding the work has also helped her build friendships with staff members.

See 'Resident' page 4

Village Green Receives BSO Funding

By Deron Hamel

Village Green is one of six long-term care homes in the South East Local Health Integration Network (LHIN) to recently receive funding to help support its Behavioural Supports Ontario (BSO) program. This funding will help enhance quality of life for the home's residents,

says Debbie McTaggart.

McTaggart, the Greater Napanee long-term care home's director of care, says the funding has resulted in an extra five, eight-hour shifts, biweekly, for one personal support worker (PSW) and one registered practical nurse (RPN).

See 'Funding' page 3

Streamway Residents Show Knack for Creating Their Own Programming

Streamway Villa is home to some residents with outstanding artistic flair who have a knack for creating their own programming.

Take Dolph Sinyard, who recently moved into the Cobourg long-term care home. Dolph has taken a shine to drawing. He's self-motivated and enjoys creating his own

programming, says life enrichment co-ordinator (LEC) Christina Doughty.

"Dolph has paintings all around his room," she tells The OMNIway. "He enjoys the programming he creates for himself in his room."

While Dolph enjoys creating his own programming, his interest has been

See 'A Lot' page 2

Fleming Student Hails Frost Manor for Valuable Placement Experience

A student in Fleming College's culinary management program says her recent two-week placement at Frost Manor opened her eyes to working in long-term care as a career option.

Kylie Piney did her placement at the Lindsay long-term care home during the first two weeks of February and recently wrote a letter to nutritional care

manager Neil MacDonald to express her appreciation for the home.

"I learned that management is a pathway I should strongly consider, and something that I could enjoy as I mature as a person and a chef," she writes.

Many students from the college's culinary management and nursing programs do job placements

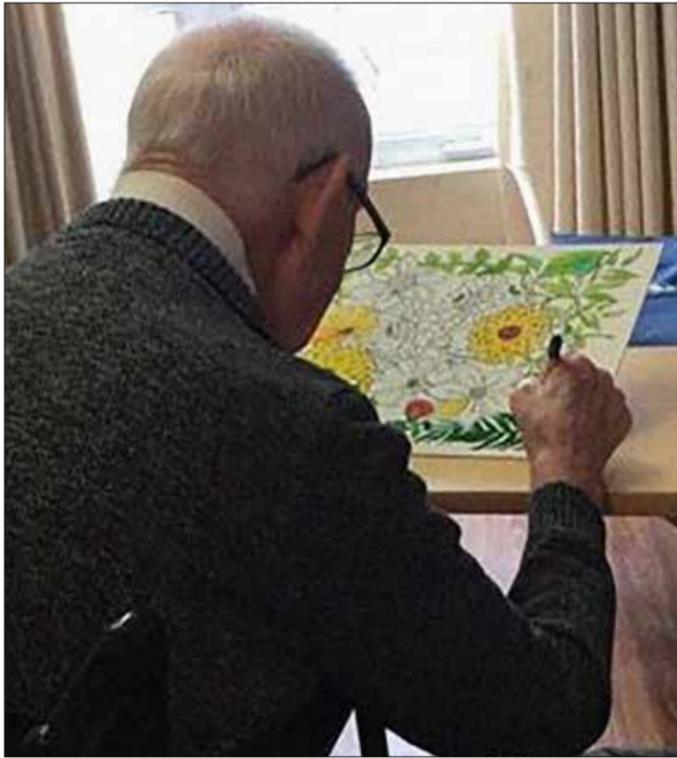
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Streamway Villa resident Dolph Sinyard is seen here at work on one of his projects.

'A Lot of Those Non-implemented Programs are Huge'

Continued from page 1 supported by his friends and staff members at the home, who have brought in painting supplies for Dolph to use. Christina even found a painting easel in a closet that she gave to him.

"We have a lot of very active residents."

— Christina Doughty, life enrichment co-ordinator, Streamway Villa

There is also Frances Gage, a renowned sculptor, who continues to pursue her passion. Frances, who is the subject of a book by author Alan D. Butcher, called

Unlikely Paradise: The Life of Frances Gage, also enjoys listening to classical music, Christina notes.

Frances is also active in artistic programming the life enrichment delivers, the LEC adds.

But it's not just residents interested in art who are creating their own programming. Some residents enjoy reading magazines and newspapers; others have an interest in bird-watching from their room windows.

"A lot of those non-implemented programs are huge, especially with the generation that we're getting into," Christina says. "We have a lot of very active residents." — DH

April 23-29 is National Volunteer Week

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Riverview St. Paddy's Party Celebrates all Things Irish

More than 60 residents and family members attend evening of fun and entertainment

By Deron Hamel
PETERBOROUGH, Ont. — Everyone was a bit Irish at Riverview Manor on the evening of March 16, as the

"Many of our residents have Irish blood, and their feelings run very deep..."

St. Patrick's Day is something they get very excited about."

— Rosemary Roseborough, life enrichment aide, Riverview Manor

Peterborough long-term care home celebrated St. Patrick's Day with food and entertainment.

"It's almost as big as

Mother's Day around here," Sherry Baldwin, Riverview Manor's life enrichment co-ordinator, said of St. Patrick's Day at the home before the party began.

Sherry and the home's life enrichment staff spent that afternoon in the dining room putting up shamrocks and other St. Paddy's Day decorations.

Their hard work paid off, as more than 60 residents and their families were on hand that night to enjoy entertainment provided by local country-folk band Second Wind.

Cake and green lemonade were served, and there were many requests by residents — who were decked out in green hats and costume jewelry — to have their photos taken.

Riverview Manor life enrichment staff members say the annual St. Patrick's Day party is a celebration everyone at the home looks forward to each year.

Asked why she thinks the St. Patrick's Day party is so popular with residents and staff, life enrichment aide Rosemary Roseborough chalks it up to the fact that many people living and working at the home come from Irish backgrounds — herself included.

"Many of our residents have Irish blood, and their feelings run very deep," Rosemary says. "St. Patrick's Day is something they get very excited about and, let's face it, everyone has a little bit of the Irish in them on St. Patrick's Day." — DH

New Burnbrae Gardens Colouring Program is Proving Beneficial to Residents with Dementia

'I've never seen the residents so engaged and focused'

A resident at Burnbrae Gardens who is living with cognitive impairment sometimes becomes agitated and upset. But when life enrichment staff hand the resident some pencil crayons and pages from a colouring book, she will immediately become calm and focused.

Burnbrae Gardens launched a colouring program in January. The program is held a couple of times a week and is designed to enhance quality of life for residents living with cognitive impairment.

Allison Juniper and other life enrichment aides at the Campbellford long-term care home have been printing pictures retrieved from the Internet for residents to colour — and it has proven to be an activity residents are gravitating towards.

Aside from being an activity they enjoy, colouring helps residents focus and is beneficial in maintaining



fine-motor skills, Allison notes. The end result is a finished product residents can take pride in creating, she adds.

Before Valentine's Day, residents worked on colouring pictures with a Valentine's Day theme.

"We've been posting the pictures on the wall, and some of the residents have even been dedicating their pictures to family members," Allison says. "The residents also really enjoy sitting down and reminiscing when they're colouring."

"It's a very calming activity the residents can do."

Because the colouring

program requires residents to focus on completing a creation, Allison says those participating will work on their project for up to 90 minutes at a time.

"It's an activity they like to start and finish," she says.

Burnbrae Gardens administrator and life enrichment co-ordinator April Faux says because the program encourages residents to focus and utilize their creativity, it's an excellent tool to use in groups or as a one-to-one activity to prevent agitation.

"I've never seen the residents so engaged and focused," she says. — DH

Funding to Enhance Residents' Quality of Life

Continued from page 1

Village Green has used the funding to redirect hours for one PSW and one RPN to be used to enhance behavioural supports.

Funding has been put towards BSO education. McTaggart says team members have approached the education with enthusiasm.

The PSW and the RPN who received additional hours will be working to address responsive behaviours and collaborating with Village Green's psychogeriatric resource consultant, geriatrician, doctor and nurse practitioner to implement care plans and interventions to help reduce responsive behaviours without having to send residents outside the home for assessments.

"We want to develop that

expertise in-house, which is fantastic," McTaggart tells The OMNIway.

"What I am hoping is that (the funding) will improve the quality of life for the residents who have responsive behaviours. ...

"Having dedicated hours to (work with residents) and get to know them better and share that information with others so we're all doing the same thing at the same time is just going to benefit all residents immensely."

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 LHINs is largely put towards staff education.

OMNI's Strong Relationship with Fleming Introducing Students to Long-term Care

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at OMNI Health Care homes as part of their course requirements.

Students from the culinary management program doing their placements at Frost Manor learn not only about cooking techniques from Neil, but also about the important role food plays in creating healthy nutrition for residents.

For Kylie, this created a well-rounded experience at Frost Manor.

"You have not only taught me fundamentals about management, both paperwork and personality, but you have also given me such humility with regards to the residents and the care provided by the home," Kylie says of Neil.

"I gained so many encounters and gained relationships with the residents that I can never replace. I see what you and your staff does is from the heart, with the same end goal, to make the food the highlight of their day. I learned that for many, food

is vital for their health."

Neil says Kylie brought some key strengths to the home during her placement, such as an eagerness to learn and her ability to work well with residents and staff members. She also learned how interactions with residents in the dining room can put a positive spin on meal service.

Neil, who graduated from Fleming's culinary management program four years ago, notes that OMNI's operations manager of nutrition and food services Chris Weber has worked hard to strengthen the relationship between the college and OMNI.

"Without Chris's involvement with the school, these students probably wouldn't have batted an eye at long-term care, so it's refreshing to see an interest," Neil says.

"Kylie is a very good example of someone who was sent to me and was very interested in the health-care side of the culinary industry and so she excelled in the role when she came here." — DH

EDITORIAL

Memories of a Resident Advocate

By Deron Hamel

Joan Leclaire was the face of resident advocacy at OMNI Health Care from the day she moved into Forest Hill in 2014.

Only 58 at the time, Joan had suffered a major stroke and the transition to long-term care must have been challenging. But it seems Joan met any challenge head-on.

Not long after moving into the Kanata, Ont. long-term care home, Joan was elected president of the residents' council. It's a role she took seriously. Her fellow residents must have seen the potential she would bring to the table because she was elected unanimously.

"Time and time again, I say thank you to my lucky stars for selecting this particular home, Forest Hill, and for the wonderful caring staff that they have here, from the administrator, the managers, the RPNs, the PSWs, kitchen staff and the maintenance staff."

— Joan Leclaire, former resident, Forest Hill

I first spoke with Joan in May 2015. Joan, a former Ministry of Health and Long-Term Care employee, had written a candid message to the ministry earlier that year as part of the Ontario Long Term Care Association's annual letter-writing advocacy campaign. Joan brought a unique perspective to the campaign, which strives to raise awareness of issues in long-term care while appealing for needed funding.

She told the ministry that every day she saw nurses, personal support workers (PSWs) and managers working hard "to make a huge difference in people's lives."

"The PSWs are wonderful people. The nurses are running off their feet



Joan Leclaire is seen here with the Lifetime Achievement Award she received from Forest Hill in September.

providing care. I feel that they don't get the funding they need," she told me.

Joan also worked with Forest Hill's management to enhance quality of life for the home's 156 residents.

We spoke again in February 2016, soon after the home had used her recommendations to refurbish its tub room. Joan felt the tub room had a "facility feel" to it and took her concerns to the management team, who valued her input.

Joan selected a new paint colour, fixtures and framed paintings to adorn the room's walls. She chose a wicker blind hung from a black iron curtain rod and white linen curtains that today flank the window.

Joan wanted to give her fellow residents "a calming, relaxing, spa-like experience while enjoying their bath," and that's what she delivered.

Joan passed away suddenly at Forest Hill

on March 21.

The last time we communicated was by e-mail in September. She had just received Forest Hill's Lifetime Achievement Award for her advocacy. I wanted to speak with her about her award, but true to form, she did not want to talk about herself. She talked about the staff members at Forest Hill.

"Time and time again, I say thank you to my lucky stars for selecting this particular home, Forest Hill, and for the wonderful caring staff that they have here, from the administrator, the managers, the RPNs, the PSWs, kitchen staff and the maintenance staff," she wrote.

"Every one of these caring individuals provides each individual resident with the quality of life, respect and dignity they want and deserve."

Thank you, Joan.



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West Lake Residents Help Design New Décor in Three Areas of the Home

'This is their home, so we felt it was very important that they have a say'

When West Lake Terrace team members decided to make some renovations to the Prince Edward County long-term care home, they approached residents to help them design the new décor in the dining room, TV lounge and Montessori room.

As a result, an engaged group of residents has diligently approached the project, helping choose colours, making requests and even creating artwork.

The West Lake Terrace life enrichment department first approached the home's residents' council with their idea to change the paint colour in the dining room. Residents were shown paint samples to help them decide on colours.

Next, residents were asked to help decorate the TV lounge. Life enrichment co-ordinator Janie Denard says the team decided to make this phase into a "Montessori activity."

Staff drew simple shapes on to canvases, and residents took buttons of various shapes and colours and filled in the shapes with hearts, butterflies and birds. These pieces of artwork are now on display in the lounge.

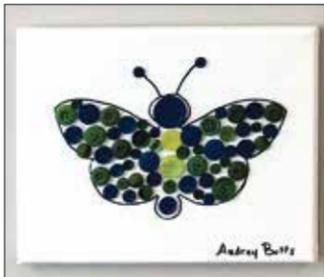
Residents also chose the new colour for the TV lounge, Janie notes.

"(The residents) very much appreciated being involved and having a say," Janie says of the project.

"This is their home, so we felt it was very important that they have a say in what colours were chosen."

Additionally, residents have asked for some "family-type pictures" of themselves showing the activities they engage in at the home displayed on the walls, so that will be part of the next phase of the design project, Janie says.

"We're just going to keep plugging away and life enrichment is going to be doing some more artwork activity with the residents so we can have some more art to display," she says.



Springdale Country Manor residents (left to right) Ruth Maw and Juanita Blake are seen here selling cupcakes at the home Feb. 26.

Springdale Residents Sell Cupcakes to Raise \$120 for Humane Society

'They had a really fun day selling the cupcakes'

A group of Springdale Country Manor residents and staff members got together in late February to bake a variety of cupcakes that were sold to raise money for the Peterborough Humane Society.

The Feb. 26 bake sale raised more than \$120 for the organization. Feb. 27 was National Cupcake Day, a Humane Society of Canada annual fundraiser.

"We did really well, and the residents did a great job selling the cupcakes," Sonia Murney, the Peterborough

County long-term care home's life enrichment co-ordinator, tells The OMNIway.

"They had a really fun day selling the cupcakes."

Residents, director of care Kathy Shewell and Sonia made scores of cupcakes in a myriad of flavours, including red-velvet chocolate, vanilla, maple walnut and cupcakes topped with sparkles.

Sonia says it was easy to garner support for the fundraiser, since many residents are animal lovers.

The home is also involved with pet therapy programs,

including a much-loved cat therapy program through Therapeutic Paws of Canada. There is also a mechanical toy dog that's been the source of fun and laughter for residents, Sonia notes.

"We were just talking one day and I said the Humane Society was doing a fundraiser, and the residents thought it would be a great idea to show their support," Sonia says.

"The residents just loved that they were able to sell the cupcakes and raise money for the Humane Society."

Resident Helpers Benefit Everyone

Continued from page 1

Rick says the team makes sure Joy has a safe working environment and that she is very dependable.

"Every day at the same time she comes down and gets to work," Rick says.

"With Joy, she was interested and wanted to help out. She used to manage a laundry facility, so she would come down and ask to help. She communicates well with the staff. She's here every day. You can set your clock by her."

In Jasper, Ont., the Rosebridge Manor team also encourages residents to put their skills and interests to work.

For example, resident Mabel Stevens enjoys folding laundry — in fact, she likes folding laundry so much she

has created a job for herself one hour per day, six days a week, folding laundry.

other residents are enjoying the work they're doing and that this type of



Frost Manor resident Gerald Hefferon and co-op student Nick Grimes are seen here repairing a hand-sanitizer at the home.

By doing this, Mabel is participating in an activity she enjoys while helping the home's environmental services department, says life enrichment co-ordinator Kathy Barr.

Kathy says Mabel and

programming marries well with OMNI's mission of bringing "hope, purpose and belonging to health care."

"It has been a really good (way to help) a lot of residents on a lot of levels," she says.



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