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Woodland Villa resident Muriel VanAllen and staff member Karen Brennan stop by a Tim Hortons drive-thru for coffee on the home's new Triobike.

Woodland Villa Launches Triobike Program

New initiative will get residents out into community for bike rides

By Deron Hamel

Woodland Villa introduced the local community in Long Sault to its latest innovative venture: a Triobike that will help residents of all physical abilities go into town for a safe, enjoyable bike ride with others.

“(The Triobike) gives anyone and everyone the right to wind in their hair.”

—Janna Sabourin, administrator, Woodland Villa

The home hosted a gathering on June 26 to introduce people to the Triobike, which was purchased this past winter after staff members attending a conference learned about the positive results the bikes

were having for seniors. There is also a plethora of positive reviews on social media and online posts about the benefits of Triobikes, notes Woodland Villa administrator Janna Sabourin. The Triobike is a three-wheeled bike with a two-seat carriage at the front.

“(The Triobike) gives anyone and everyone the right to wind in their hair,” Janna says. “It was a long winter in anticipation of its arrival, but the wait is up, it’s finally here and we’re ready to go.”

Janna says Woodland Villa made the Triobike launch a public event to demonstrate the great things the long-term care home is doing to enhance quality of life for residents.

Attendees at the launch included Stormont-Dundas-South Glengarry MPP Jim

McDonnell, South Stormont Deputy Mayor Tammy Hart and town councillors.

Since purchasing the Triobike, Woodland Villa has become an affiliate of the organization Cycling Without Age, which began in Copenhagen in 2012. A representative from the organization also attended the launch.

While the Triobike will mainly be used by the life enrichment department, Janna says volunteers and family members are also welcome to take residents out for a ride.

Recently, resident Muriel VanAllen and staff member Karen Brennan visited a local Tim Hortons drive-thru on the Triobike to grab a coffee.

“We want to promote this as much as possible to get others to be involved,” Janna says.

Diversion Doors Preventing Exit-Seeking Behaviours at Garden Terrace

By Deron Hamel

Since three “diversion doors” were painted at Garden Terrace 16 months ago, agitation caused by exit-seeking has been reduced in residents with cognitive impairment who are living at the Ottawa-area long-term care home, say staff members.

People living with dementia

often look for doors. This is called “exit-seeking,” and it can create safety issues as well as agitation for people. But if a door looks like a bookshelf filled with books and other familiar items, people with cognitive impairment will pass it by and not try to exit.

In March 2017, multimedia

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OMNI Health Care Receives Four-year Accreditation

OMNI Health Care has received a four-year accreditation from Accreditation Canada.

Surveyors visited the organization's 18 long-term care homes in March. A major highlight the surveyors noted in their reports was that each of the homes met 100 per cent of the required organizational practices, the first time OMNI has scored

such a high grade in this area.

There were also some major improvements from OMNI's last accreditation in 2014, including improved code drill practices, improved medication management, and improved infection prevention and control practices, all of which show the homes' dedication to enhancing quality across the

See 'All 18' page 2

Village Green Resident Keeps Everyone's Hands Clean During Recent Outbreak

When Village Green recently went into outbreak, the Greater Napanee long-term care home's team members turned to resident Karen Traczyk to help with infection-control duties.

Village Green is trying to empower residents to become involved with their care as much as possible. Registered practical nurse Denise Simpson saw an

opportunity for Karen to make a difference when the outbreak began three weeks ago.

Denise asked Karen to stand in the dining room with a bottle of hand sanitizer before and after meals to encourage her fellow residents to wash their hands frequently. She would ask residents and

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A Feathered Friend

Frost Manor resident Joan Taylor is pictured here holding a baby duck during a visit to a local farm July 12.

OMNI 'In Really Great Shape' with IDDSI Implementation Plan

Organization on pace to have framework in place by 2019 that will create universal terminology surrounding liquid and texture-modified diets for residents with dysphagia

OMNI Health Care's operations manager of nutrition and food service Chris Weber says the nutritional care departments in OMNI's 18 long-term care homes have entered the awareness phase of the implementation of the International Dysphagia Diet Standardisation Initiative (IDDSI) framework, and the organization is on pace to have implementation complete by the end of 2019.

Dysphagia, the medical term for swallowing difficulty, 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 IDDSI website.

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 framework centred on a common language for classifying thickness levels.

OMNI is adopting this framework as part of its commitment to continued quality improvement.

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.

Weber says homes are in the process of putting together IDDSI teams consisting of staff, managers, residents and family members within all of the homes.

With IDDSI teams in place, the focus is going to be on testing methods and getting people familiar with the methods and understanding the framework and the terminology, Weber says.

Education about IDDSI and its testing methods have started. The plan is to launch fluid testing methods in early 2019 and then texture-modified food testing methods in the latter part of 2019.

"We are in really great shape," Weber says of the progress. "We're right on track with (IDDSI implementation), and we are getting a lot of great ideas coming into the homes."

Not only is OMNI making great strides implementing the IDDSI framework, Weber says the organization will be among the first Canadian long-term care operators to adopt the protocols.

"We're pretty excited about that," he says. — DH

Visit iddsi.org to learn more.

All 18 OMNI Homes Met 100 Per Cent of the Required Organizational Practices, Improvements Made From Last Accreditation in 2014

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board, says OMNI's chief operating officer Shawn Riel.

Riel also credits the homes for doing an excellent job preparing for their surveys and for demonstrating the high-quality care they provide residents.

"I do think that the care provided in our homes is exemplary, and it is about standards, and I think that is what showed in our survey."

— Shawn Riel, chief operating officer, OMNI Health Care

"We had very good surveyors who were open and fair, and I think the homes did a lot of great prep work, and we worked together to get that," Riel says.

"I do think that the care

provided in our homes is exemplary, and it is about standards, and I think that is what showed in our survey."

Moving forward, OMNI plans to work on growing its culture from a medical model to a more social model of care.

One way of accomplishing this is by encouraging resident and family member involvement when it comes to hiring and creating policies and procedures, Riel says.

"We are working on enhancing culture for a person-centred care focus and ensuring residents, with their families, that quality of living is perceived through the eyes of the residents themselves," Riel says.

Some homes, such as Country Terrace and Wildwood Care Centre, already actively involve residents in the interview process when hiring staff members, and this is

something OMNI would like to see more of, Riel notes, adding resident and family engagement has garnered positive results.

"Often, you wouldn't believe what (residents and family members) can bring forward," she says. "It's making sure they're really involved in the quality, the meetings and understanding what quality is all about."

This is the fourth time OMNI has received accreditation. Three-year accreditation was granted to the organization and its homes in 2008 and 2011, and a four-year accreditation was granted 2014. Prior to 2008, all OMNI homes received accreditation individually.

The purpose of accreditation for long-term care providers is to increase transparency and demonstrate that national standards of excellence have been met or exceeded. — DH

RPN Denise Simpson Encouraged Karen Traczyk to Help with Infection-Control Practices

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staff members to wash their hands, and she dispensed foam sanitizer for them.

Denise explains what inspired her to ask Karen to help with the home's infection-control procedures during the outbreak.

"This is their home, and they're in the dining room observing things as much as we are sometimes, and the residents interact and socialize with each other," she tells The OMNIway.

"But we also want to get residents involved in their own care. Sometimes directing people comes better from your peers than from staff."

Village Green life enrichment co-ordinator Karen Coulter is commending



Village Green resident Karen Traczyk is seen here dispensing hand sanitizer during a recent outbreak at the home.

the resident for doing a top-notch job of getting everyone to wash their hands during the outbreak.

"Karen did a great job of taking on the role, and it helped her be a part (of

care delivery) in the home," she says.

The outbreak ended on July 13, but Village Green will continue to be vigilant with its infection-control practices, Denise says. — DH

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EDITORIAL



Maplewood cook Diana Payne and resident Stanley Veinnot enjoy checking out a 1914 Ford Model T.

Maplewood Plays Host to Brighton Cruise Night

Resident gets in driver's seat of vintage car

By Natalie Hamilton

Maplewood resident Stanley Veinnot was grinning from ear-to-ear July 9 as he took to the wheel of a 1914 Ford Model T.

"I just want the residents to have an opportunity to see some of the cars out there and enjoy them... They loved it."

— Diana Payne, cook, Maplewood

Stanley, along with Maplewood cook Diana Payne, happily posed for a photograph in the vintage car, owned by Bernie and

Judy Card of Colborne.

The Cards and their vehicle were among about 30 old vehicles taking part in the weekly Brighton Cruise Night.

The Brighton Cruise Night team recently chose to hold its gathering at the Brighton long-term care home. Club organizer Jen Dusenbury approached Maplewood about hosting the event for the residents.

Given the turnout of about 30 residents checking out the cars and trucks, the event was well-received.

Following perusing the cars — which spanned numerous decades — residents gathered on the patio for golden-oldie tunes.

"I just want the residents to have an opportunity to see some of the cars out there and enjoy them," says Jen about her impetus to host the show at Maplewood.

"They loved it," she adds.

The Brighton Cruise Night has been going for eight years strong, with Jen and her husband, Will, taking the lead with the help of their daughter and granddaughter. Jen says it's really a family affair.

The event is usually held in Prince Edward Square in the town of Brighton.

Back in the 1914 Ford Model T, Stanley couldn't resist giving the horn a honk before getting out of the vehicle.

Bookshelf Murals on 3 Doors are Having a Positive Impact, say Staff and Families

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artist Andréa Fabricius was commissioned to paint three diversion doors in Garden Terrace's secure neighbourhoods for people living with dementia. Each door is painted with a different bookshelf design. The items painted on each bookshelf mural are things familiar to residents living in that area.

"It was important to create an image that resembled a scene from the residents' home and memories to contribute

to the familiarity of furniture that is in one's home, alleviating the residents' anxiety of wanting to exit through the door," Andréa says.

"Diversion door murals have been known to improve the health and well-being of residents with forms of dementia by decreasing the anxiety from exit-seeking behaviours. The murals help redirect the resident from the door to another activity or environment. The diversions also create a less tense

environment for family and staff who are entering and exiting the unit."

Residents' families are noticing the results, says Garden Terrace life enrichment co-ordinator Sylvia Monette.

"We have a family member who takes their mother out every Thursday, and they commented to me: 'my mom is no longer (eager) to get out since you painted the door like this; it's like she no longer thinks it's a doorway,'" Sylvia says.

OMNI Homes are Ramping Up Community Engagement

Community engagement is an important part of life at OMNI Health Care, and it's a facet of the organization's culture OMNI's 18 long-term care homes have been focusing on enhancing.

Having a strong, healthy relationship with local communities is important to any long-term care home, and it's especially crucial when your home is located in towns and smaller cities, as many of OMNI's homes are.

Strong community connections are especially important in the effort to enhance quality of life for residents.

For example, Springdale Country Manor has formed a relationship with the Ennismore Knitting and Crochet Seniors Club, a group of 20 local knitters and crocheters that creates items for charitable causes.

In June, the group delivered a fidget blanket, fidget muffs — glove-like knitted tubes adorned with objects of various shapes and textures — and shawls to residents of the Peterborough County long-term care home. The fidget muffs and the fidget blanket are sensory stimulation items that are being used to help prevent agitation for residents living with cognitive impairment.

Frost Manor has been collaborating with St. Thomas Aquinas Catholic Secondary School in Lindsay to create partnerships that are benefiting both the home and school. One such partnership is the co-op program, which sees students

visiting Frost Manor to work in a variety of roles.

The program is described by environmental services and maintenance manager Rick Riel as a "win-win" for Frost Manor and the students. Frost Manor staff gets more time to care for residents and the students gain valuable work experience and have their eyes opened to possible career opportunities in the long-term care sector.

An important part of community engagement for long-term care operators is inviting the public into their homes. This showcases the high-quality care homes are providing and demonstrates for people the value staff members bring to residents.

Woodland Villa recently bought a Triobike, a three-wheeled bike with a two-seat carriage at the front. The home is using the Triobike to take residents for rides around the village of Long Sault.

To celebrate the launch of the new activity, the Woodland Villa team invited the people living in the surrounding area — including politicians — to stop by the home to see the Triobike for themselves and meet with residents and staff members.

This was a fantastic way to introduce people to Woodland Villa and to show the public the work staff members do to enhance the quality of life for residents.

Keep reading The OMNIway for future stories focused on the community engagement activities and programs our homes are involved with.



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Fresh-baked Buns Wowing Country Terrace Residents

Every Wednesday the nutritional care team is baking fresh dinner rolls for residents, and the residents are loving it

As part of Country Terrace’s mission to continually improve the quality of food service at the Komoka, Ont. long-term care home, the nutritional care team is baking homemade buns every Wednesday to serve with dinner.

“I can tell you that if you took one, you would want to take a second one.”

— Alex Achillini, nutritional care manager, Country Terrace

Country Terrace nutritional care manager Alex Achillini says the idea to make homemade buns came from a conversation he had with administrator Karen Dann. They were talking about how many residents would have made fresh-baked buns and bread to serve with meals, so it was an idea worth trying.

Alex says homemade buns taste better than store-bought or frozen buns, so his team decided to dedicate Wednesday afternoons to making dinner rolls from scratch.

“By 4 p.m., the buns are coming out of the oven warm, and at 5 o’clock we

have supper, so they are being served nice and warm,” he explains.

Mealtimes, Alex notes, are often the most important times of the day for people living in long-term care homes, so offering fresh-baked buns to eat with their dinner is one way to enhance quality food service.

Two weeks after starting the initiative, the residents are loving the fresh-baked buns, he says.

“It is going really, really well, and the residents love (the buns),” Alex says. “I can tell you that if you took one, you would want to take a second one.”

Since residents have been so receptive to the homemade buns, Alex says he and the nutritional care team are now looking at testing other baked goods, such as cheese bread or focaccia.

Alex says offering residents fresh-baked dinner rolls is taking residents back to a time they fondly remember.

“Many people go to stores today to buy (baked goods), but this generation of residents used to make their own bread, they used to make their own pies, and they know the taste of homemade bread,” he says. — DH



Country Terrace nutritional care manager Alex Achillini is seen here rolling out dough to make fresh, from-scratch dinner rolls.



St. Thomas Aquinas Catholic Secondary School students Andrew Coons (left) and Nick Jeffrey (centre) sort through a box of nuts, bolts and other hardware at Frost Manor on June 13 as educational assistant Fred Hobbs looks on.

Students Get Frost Manor Maintenance Department ‘Sorted’ Out

Nick Jeffrey and Andrew Coons have been organizing hardware, which is making maintenance department more efficient

Back in May, the maintenance room at Frost Manor was overflowing with nuts, bolts, washers, nails and brackets, packed to the hilt in boxes and disorganized.

Then along came two students from St. Thomas Aquinas Catholic Secondary School, Nick Jeffrey and Andrew Coons, who not only got to work uncluttering these odds and ends, Nick even came up with the idea to alphabetize the hardware so environmental services and maintenance manager Rick Riel could find what he needed quick.

Nick and Andrew, who are both in Grade 12, started coming to Frost Manor in May as part of a placement program. They

were at the home until the end of June.

Rick says the work the students have done organizing the hardware has been a major help.

“Instead of spending 10 minutes hunting and searching for a part, I go in, see where, for example, the washers are, and can get one,” he tells The OMNIway.

“It’s a value-add for everyone; it’s a value-add for the students because they can come out to the home and gain some work experience, and it’s value-add for us because the work they do frees me up to help residents.”

Andrew and Nick say they’ve been enjoying their time at the Lindsay long-term care home.

“I like sorting the nuts and bolts,” Andrew says.

Nick adds: “I like sorting the parts, too, and I get to be here on Wednesdays,” he says, adding how there was a lot of organizing to do when he and Andrew first came to Frost Manor.

Educational assistant Teresa Naismith says Nick and Andrew are gaining valuable experience from their placement at Frost Manor, noting this could open the door for further opportunities for the students.

“I think this has been a good opportunity for Andrew and Nick to have this stepping stone, either to stay here or to find another opportunity in the community,” she says. — DH

Share Your Story!

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

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