



OMNIway

Quality Forums Have Not Just Evolved, They've Become Increasingly Important. . . pg. 3

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OCTOBER 2018 • www.omniway.ca



Managers from OMNI Health Care's 18 long-term care homes were back at Fern Resort for the first time since 2014 to attend this year's annual Quality Forum.

New Ideas, Fan-favourite Sessions, Resident focus, Creativity and Fun Come Together at Quality Forum

By Deron Hamel
ORILLIA, Ont. – OMNI Health Care's 2018 Quality Forum returned to scenic Fern Resort Sept. 26-28 and married vibrant new ideas with tried and proven favourite sessions to deliver a high-energy event to managers from the organization's 18 long-term care homes that focused on bringing the best possible service to residents while highlighting the strengths homes already have.

An innovative new idea at this year's event was a series of creative videos produced by OMNI homes that were screened during the forum. The videos focused on several themes, including quality care, why working in an OMNI long-term care home is an excellent career option, and what residents say they enjoy most about

living in an OMNI home. "One of the unique things (at this year's forum) was the involvement of the homes in the (OMNI core value of) creativity, and the videos demonstrated that," says OMNI president and CEO Patrick McCarthy. "They did it all themselves, had all their own creative ideas, worked it out, and they all had a theme of focus that tied it all together."

Everything OMNI does is about quality, and the videos reflected this, adds OMNI chief operating officer Shawn Riel.

"Those videos were our residents, they were our staff, a lot of it wasn't managers, and that was the thing that really brought it back for us because we can't ever forget that they are the core of our business," she says.

The forum also brought

back a session introduced at last year's forum that was a huge success: the Amazing Quest for Quality Care. This event, which was first designed by the Almonte Country Haven team in 2017, is a take on the Amazing Race and is an outdoor interactive exercise where teams compete to perform tasks that align with various points of quality resident care. The Country Terrace team organized this year's Amazing Quest for Quality Care.

Patrick underscores the value the Amazing Quest for Quality Care delivers to team members.

"It has a theme to it where people have to think about quality issues, but at the same time you're having fun, you're racing, you're working together as teams, and you're involved in

See 'Team Members' page 3

Maplewood Hosts Staff Appreciation Day

By Natalie Hamilton
BRIGHTON, Ont. – When those who take care of the vulnerable become vulnerable themselves, a community steps up to support them.

That was the case Sept. 23 as scores of Maplewood staff, residents and family members took part in a fundraiser for a Maplewood registered nurse (RN) and a personal

support worker (PSW) who both have cancer.

The Brighton long-term care home combined a staff appreciation day with the fundraiser, hosting a barbecue in its backyard, featuring a bouncy castle, dunk tank, face-painting, music, a deejay and other activities.

Under sunny skies, at least
See 'Brighton Home' page 2

Village Green Celebrates 40 Years of Serving Community

SELBY, Ont. – Village Green on Sept. 21 hosted a celebration to mark the long-term care home's 40th anniversary serving residents and the community of Greater Napanee.

More than 100 people, including past staff members, Village Green co-founder Vera Richards, Ontario Long Term Care Association CEO Candace

Chartier, people from the community, representatives from OMNI Health Care and Greater Napanee's mayor stopped by Village Green to join the celebration. The afternoon events, which were held inside the home and outside in the parking lot, included musical entertainment from Bill and Marlene Dunn, refreshments,
See 'Village Green' page 4

Keeping Residents' Bill of Rights Top of Mind at Frost Manor

To ensure everyone at Frost Manor understands the Residents' Bill of Rights, the Lindsay long-term care home's life enrichment co-ordinator (LEC) and president of the residents' council have joined forces to host information sessions that change the way everyone is looking at the Bill of Rights.

LEC Lyndsay Irwin says the Ontario Association of Residents' Councils conducted a study to determine if the Bill

of Rights was working. What the organization discovered was a disconnect between residents and long-term-care home staff members when it came to understanding what the Bill of Rights is.

So Lyndsay and Frost Manor residents' council president Diane Hickman got together to create sessions to educate staff members on the Bill of Rights. After engaging
See 'Education Sessions' page 4



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Tegan McNeill paints a child's face during staff appreciation day and fundraiser at Maplewood.

Brighton Home 'Has a Lot of Heart'

Continued from page 1

125 people stopped by for a hot dog and a visit. While adults socialized, children jumped in the bouncy castle, slid down adjoining slides and had their faces painted.

"We're helping two staff members fundraise for the fight of their lives.... We're right here in their corner."

— Rachel Corkery, administrator and life enrichment co-ordinator, Maplewood

"This is incredible," said Shawn Riel, OMNI Health Care's chief operating officer, who attended the event.

Shawn was referring to the large turnout. "This home has a wonderful reputation and it has a lot of heart."

Administrator and life enrichment co-ordinator Rachel Corkery said the staff appreciation event led to the fundraiser and "it snowballed" from there.

"We're helping two staff

members fundraise for the fight of their lives," Rachel said. "We're right here in their corner."

The administrator noted the home's staff members are a fantastic, caring group of people.

She anticipated having about 50 staff members taking part, having fun and socializing, which would also make the event a success from her perspective.

A particular highlight of the event was the dunk tank. Many of those who attended were anxious to see Rachel and Dean McLaren of the UFCW Local 175, go in the drink.

For a \$2 donation, people threw balls at a target, with a bull's-eye dropping the person on the dunk tank's seat into the tank of cold water.

Rachel and Dean both went under several times.

A table with a donation box was set-up near the tank. At press time, the exact amount of money raised from the event wasn't yet tallied. Rachel anticipated it will be about \$600.

Family Thanks Wildwood Care Centre Team for Care and Support Provided to Mother

Ruth Kelly's family says the team has also helped them navigate the system and even hosted an anniversary celebration for parents

By Deron Hamel

The family of Ruth Kelly, who came to Wildwood Care Centre in July on a respite admission while she awaits a long-term care bed, is thanking the team at the St. Marys, Ont. home for their care and support.

Ruth's children, Sharon Kelly, Nancy Kelly-McGill, Pat Kelly-D'Agostino and Jeannie Kelly, recently sent a letter to Wildwood Care Centre staff asking to have their story told in The OMNIway.

The family says their mom and dad have had a strong bond for the past 72 years, only being separated during a few hospital admissions.

Ruth and her husband have always been supportive of their family, their children write, and Sharon, Nancy, Pat and Jeannie say team members from all departments



Pictured seated above, Ruth Kelly, who has been staying at Wildwood Care Centre as a respite admission, was recently joined by her husband at the home to celebrate their 72nd anniversary. The couple's four daughters, pictured standing, joined their mom and dad for the celebration.

have made a difference to their mother and the family.

"We wanted to express our appreciation to the folks at Wildwood — (the) senior administration, nursing, personal care providers, food services, housekeeping and laundry, and activity

services," the children write.

"The care Mom has received has been excellent and offered with smiles and kind words. They have also been so welcoming to our dad when we bring him to visit."

Ruth's children also say Wildwood Care Centre administrator Scott Walsh and director of care Cathy Watson have been helping the family navigate the system as they try to find long-term care homes for both of their parents.

In fact, the Wildwood team even helped provide a celebration to honour Ruth and her husband's 72nd anniversary, a gesture that made an impression on the family.

"(T)hanks to all the terrific staff at Wildwood (for) making it possible for our parents to have a special celebration on their 72nd anniversary day," the children write.

Burnbrae Gardens Helps Resident Madeline McCarthy Celebrate 106th Birthday

CAMPBELLFORD, Ont. — The activity room at Burnbrae Gardens was packed on the afternoon of Sept. 17 with about 45 residents, staff and family members as everyone gathered to wish resident Madeline McCarthy a happy 106th birthday.

The celebration began with everyone singing Happy Birthday to Madeline. Her family members and Burnbrae staff members then queued up to take photos with Madeline before the day's musical entertainment kicked off the celebration at 2:30 p.m. The nutritional care team made an assortment of fancy cupcakes for the party's attendees to enjoy.

Madeline was born Sept. 17, 1912, and grew up in Campbellford. The resident recalls how she took a horse and buggy to class while a student at Campbellford District High School, picking up classmates on the way.



Burnbrae Gardens resident Madeline McCarthy during her 106th birthday party, Sept. 17, with the home's administrator April Faux.

Upon completing high school in 1929, Madeline went to work in the office at Swift's Meats. She married Joe Bolton in September 1937 and the couple raised two sons, John and Michael. After Joe passed away in June 1966, Madeline married Ferg McCarthy in 1969.

Burnbrae Gardens admin-

istrator and life enrichment co-ordinator April Faux says Madeline had been looking forward to celebrating her birthday with everyone.

While Madeline said she didn't have any words of advice to offer the crowd, she did say she was grateful to all for coming. "Thank you," she said with a smile. — DH

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EDITORIAL

Quality Forums Have Not Just Evolved, They've Become Increasingly Important

OMNI Health Care hosted its 2018 Quality Forum at Fern Resort Sept. 26-28, an event that brought managers from the organization's 18 long-term care homes together to learn from others, share ideas with colleagues and experience the solidarity of the OMNI family.

focus top of mind has been the driving power for the past six years.

Quality, it needs to be underscored, is embedded in every aspect of resident care, from nursing to activities to meal service, to make OMNI the long-term care provider of choice. Quality is also embedded in the workplace culture to make OMNI the long-term-care employer of choice.

This brings us to another important milestone in the evolution of forums: increased engagement.

New at this year's Quality Forum was a series of videos produced by OMNI team members. The videos were screened each day during the forum. Each video focused on an aspect of quality, including care, why OMNI homes are great places to work and what residents love most about living in OMNI homes.

The Amazing Quest for Quality Care, an outdoor interactive exercise where teams compete to perform tasks that align with various points of quality resident care, was brought back to this year's forum. Teams did exceedingly well competing in the event.

The success of the videos and the Amazing Quest for Quality Care demonstrate that the quality focus is deeply embedded in the OMNI culture.

Finally, the Quality Forums are about caring for our team members. We want everyone to understand that we're all in it together and we're all in it for the same reason.

The success of the videos and the Amazing Quest for Quality Care demonstrate that the quality focus is deeply embedded.

When OMNI began hosting annual conferences for its home managers they were called "managers' forums." Today we call each yearly gathering the Quality Forum. The name change several years back is reflective of an evolving long-term care sector and OMNI not just keeping up with the times but also staying ahead of the curve. Before 2012, forums were focused on themes like teamwork, collaboration and networking. There was also a strong motivational focus to each gathering. These aspects are still practised at Quality Forums, as they are still important and relevant to the long-term care sector in 2018. But it's "quality" that's central to everything we do.

Of course, providing high-quality experiences to residents has always been at the core of OMNI's work, but keeping that



Woodland Country Fair Brings Local Community Together

About 300 people attend home's flagship event

LONG SAULT, Ont. – Woodland Villa's annual Country Fair saw about 300 people pass through on Aug. 22, a testament to the value the event brings to the small community each year, says Lisa Doran, the home's life enrichment co-ordinator and one of the fair's organizers.

"All in all, it turned out to be a great day."
— Lisa Doran, life enrichment co-ordinator, Woodland Villa

The event, which celebrated its 13th year, attracted several local vendors who sold their wares at booths. There was musical entertainment, horse and pony rides, classic

cars on display, and bouncy castles for young children. The event also featured a silent auction, raffles and a 50-50 draw. The Country Fair ran from 10 a.m. to 3 p.m. OMNI Health Care's 18 long-term care homes are working to create stronger community engagement in 2018. The Country Fair is an example of how Woodland Villa has been engaging people living in Long Sault and in the surrounding area for many years, Lisa says.

"We have many different vendors here today from the area — some are from Alexandria, some are from Ingleside, some are from Cornwall, and we also have a lot of high-school students volunteering here this year,"

she tells The OMNIway. One young volunteer is 14-year-old Owen Araujo. Owen has volunteered at the home in the past and says it's something he enjoys.

"It was a lot of fun just setting everything up here today, (and) it's a way to give back to the community," he says.

Lisa credits the fair's success to the hard work staff members and volunteers contribute. The stage, tents, tables and barbecues were set up in the morning, and despite organizers and volunteers being temporarily sidelined due to rain, everything was ready by the time attendees began arriving.

"All in all, it turned out to be a great day," Lisa says. — DH

Team Members from OMNI's 18 LTC Homes Return to Fern Resort for Three Days of Learning and Teamwork

Continued from page 1 competition," he says.

A new presenter at this year's forum was motivational speaker and author Rosita Hall, whose presentation, Unleashing the Capacity to Care: You've Got the Power, "set the tone" for the three-day event, Shawn says.

A familiar face returned to the 2018 Quality Forum. Jayne Harvey, a registered nurse, motivational speaker and consultant, is a longtime fan-favourite at the forums. Jayne's colourful presentation this year centred on maximiz-

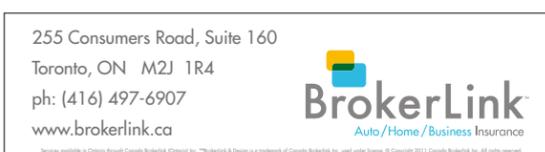
ing resident care and safety. As always, her ideas, humour and energy captivated everyone's attention.

The Quality Forum also brought OMNI's core values of creativity and fun and laughter together at the annual presentation of the Everyday Hero and Inspired Leadership awards in the evening of Day 2. The theme for this year's awards night was "1980s style", and everyone dressed up in costumes that included everything from Pac-Man to characters from '80s

horror films to famed fitness instructor Richard Simmons and his loyal followers.

Finally, being back at Fern Resort for the first time since 2014 created a strong sense of "family" among the managers attending this year's Quality Forum, Shawn notes.

"I heard resoundingly that everyone loved being back here," she says. "We heard continuously that people loved being here — it just has a sense of us being a part of a family. I really, really did get a sense of real togetherness with our teams this year."



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

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Retiring LEA Delores Pollard is Saying Goodbye but Not Farewell to Frost Manor

11-year team member will be volunteering at Lindsay LTC home

Delores Pollard may have retired on Sept. 21, but the former Frost Manor life enrichment aide (LEA) says she plans to continue to come to the Lindsay long-term care home to volunteer and help with special events.

“They always need a lot of volunteers here for the different things we do, and I enjoy coming in to help.”

— Delores Pollard, former life enrichment aide, Frost Manor



Frost Manor life enrichment aide Delores Pollard (right) with resident Dorothy Burrows.

“This place is really wonderful,” Delores says of Frost Manor. “The people here are excellent to work with, the workers are very caring and helpful, and I couldn’t think of anywhere else to work because it was so nice here.”

Delores worked 11 years

at Frost Manor. Prior to her career at Frost Manor, Delores worked for the Canadian Red Cross and also provided home care.

Delores says she will continue to volunteer because she enjoys spending time with residents. She adds that long-term care homes always need extra hands to help out, so becoming a volunteer in her retirement will allow her to fill a much-needed role at the home.

Volunteering her time at Frost Manor will be nothing new for Delores, she notes. When she was working day shifts, Delores would often come back on her own time Friday nights to host pyjama parties where she would watch Elvis Presley movies with residents.

“They always need a lot of volunteers here for the different things we do, and I enjoy coming in to help,” she says.

Delores says she also plans to continue helping residents with other activities they enjoy, such as going to the local bingo hall and taking shopping trips.

Life enrichment co-ordinator Lyndsay Irwin says Delores is a valued staff member who will be missed, adding the team is happy she has decided to stay on as a volunteer.

“We are so sad to see her go but so happy for her as she begins retired life,” Lyndsay says. — DH



More than 100 people turned up at Village Green Sept. 21 to celebrate the home’s 40th anniversary.

Village Green Lauded for Family Atmosphere and Value its People Bring Residents and Local Region

Continued from page 1 speeches and an open house.

Village Green opened its doors on Aug. 27, 1978. Since then, the home has prided itself on providing a family atmosphere for residents to live in and for staff members to work.

About one-quarter of staff members have worked at Village Green 20 years or longer. Some staff members, including the housekeeping department’s Mary Estabrooks and personal support worker Anne Marie Scott, have been working at the home for nearly as long as it has been open.

Today, Village Green’s staff members bring a combined 798 years of service to residents.

Speeches made during the event attest to the value Village Green has been bringing to its residents and the community since 1978.

OMNI’s mission is to help people “experience hope, purpose and belonging in health care.” In his address to attendees at the celebration, OMNI president and CEO Patrick McCarthy said Village Green, with its strong family atmosphere, demonstrates this.

“The staff and management here at Village Green exemplify (OMNI’s mission) and are all-stars when it comes to delivering hope, purpose and belonging in health care, and quality care and personal care, which is so wonderful — it really and

truly is an extended family, and you can see that and feel that when you come here,” he said.

Greater Napanee Mayor Gordon Schermerhorn took to the podium to share his memories of growing up in the area and to thank Village Green for its work.

“(Village Green) has been a big part of our community ... and you supply a great service for the elderly in our community,” he said.

Kimberley Wickens, who has been a Village Green resident for two years, characterized Village Green’s staff members as supportive, caring and considerate.

“For physical and emotional strength, this is the place to be,” she said. — DH

Education Sessions Ensure Everyone Understands Residents’ Rights

Continued from page 1 residents to find what was important to them, Lyndsay and Diane discovered that staff members were indeed doing a good job respecting people’s rights. The question was, did they realize this?

“Diane and I worked together over quite a few weeks, picking a few residents’ rights that we wanted to highlight at Frost Manor,”

Lyndsay explains. “Diane went around engaging residents to find out what was important for them to highlight in a message they wanted to bring to the staff.”

What Lyndsay and Diane decided to focus on was “reminding” staff of the things they were already doing well. Lyndsay and Diane selected some residents’ rights to focus

on for the sessions, including privacy, participating in decision making, and respect and dignity.

“We did a lot of reminders; we wanted to highlight that the things staff members are already doing are making a difference, and that was one way that we were really able to reach staff members,” Lyndsay says.

For example, residents

wanted to remind staff that they appreciate the fact that staff members ask residents what time they want to go to bed or what they would like in their tea. These are things residents said empower them.

“It was really great for the staff to know that all the great work they are doing is being appreciated by residents and to keep up that great work,” Lyndsay says. — DH



Frost Manor life enrichment co-ordinator Lyndsay Irwin and residents’ council president Diane Hickman.