



# OMNIway

OMNI Continues Building on Quality Journey in 2018. . . pg. 3

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DECEMBER 2018 • www.omniway.ca



## Shall We Dance?

Maplewood resident John Hoftyzer and nutritional care staff member Linda Jesseman interact during the home's recent Christmas bazaar in support of the Brighton long-term care home's residents' council.

## Country Terrace RN Pat Wysman Receives Prestigious Elisabeth Hinton Memorial Award

By Deron Hamel

Country Terrace registered nurse Pat Wysman is the recipient of OMNI Health Care's 2018 Elisabeth Hinton Memorial Award.

*"Pat is very dedicated to the residents at Country Terrace and strongly advocates for each one..."*

— Colleagues of Pat Wysman in Elisabeth Hinton nomination

The award is given out annually to a nurse working in an OMNI long-term care

home who demonstrates excellence in nursing and exhibits kindness and caring in everything he or she does.

In nominating Pat for the award, Pat's colleagues at the Komoka, Ont. long-term care home say she is a "well-respected, dynamic leader in the nursing department" who exhibits the award's criteria every day.

"Pat is a skilled nurse with excellent assessment skills combined with the ability to critically analyze facts and provide timely updates to the physician and clear direction to the staff," her colleagues say in their

nomination. "Pat is very dedicated to the residents at Country Terrace and strongly advocates for each one to live a life of dignity and quality."

Pat, who has worked at Country Terrace since 2011, also displays passion for her work in non-clinical ways. Her colleagues note that she can often be found sitting with residents and engaging them in conversation, sharing a laugh, or comforting someone.

Pat also demonstrates expertise when working with people who have

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## 106-year-old Madeline McCarthy Receives Burnbrae Gardens' Lifetime Achievement Award

By Deron Hamel

CAMPBELLFORD, Ont.

– If you ever find yourself about five kilometres northwest of Havelock, Ont., you will see a road called Madeline Lane. It just so happens Madeline Lane is named after Burnbrae Gardens resident

Madeline McCarthy.

Madeline has been a fixture in the region for much of her 106 years, so it makes sense the community named a road in her honour in 2013, shortly before her 101st birthday.

"Madeline Lane is a

See 'Much-loved' page 4

## How Do You Embed Good Infection-control Practices? Education, Education, Education

What is the key to improving hand hygiene and other infection-control practices in long-term care homes? If you ask Village Green registered nurse Donna Chandu-Lall, she'll tell you it's "education, education, education."

Oct. 15-19 was National Infection Control Week this year, and Donna spent the week organizing activities

that educated staff members about the importance of hand hygiene in combating infection risk.

But the ideas she used were not just educational, they were also fun.

In one activity, staff members used Glo Germ, a solution that's rubbed on hands. People then wash

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## When Frost Manor Lost Fish-tank Funding, LEA Jesse Fraser Created Aquarium Program for Residents

After Frost Manor lost the funding an anonymous donor had provided for the maintenance of the Lindsay, Ont. long-term care home's fish tank for several years, life enrichment aide (LEA) Jesse Fraser came to the rescue.

Life enrichment coordinator (LEC) Lyndsay Burton says Jesse saw an opportunity to put his vast

knowledge of fish and fish tanks to work to help Frost Manor continue to have a thriving aquarium — and the residents are helping him with the new program he has created.

As part of this program, residents help care for the fish and the tank, and they are learning new things.

"With this new program,

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RN Pat Wysman (middle) is pictured here with OMNI director of western operations Aimee Merkley (left) and Country Terrace administrator Karen Dann (right) receiving the Elisabeth Hinton Memorial Award at a recent ceremony.

## 'Truly an Example of What a Nurse Should Be'

Continued from page 1

cognitive impairment, her colleagues write.

"She shows the utmost patience with (residents who have) cognitive decline and responsive behaviours and has come up with many creative ideas to help support those residents. Pat shows great responsibility in managing the home and ensures all documentation is completed in a timely fashion and that all pertinent information is communicated to the nursing staff and families."

Pat also spends a good deal of time on the floor helping

personal support workers provide direct care to residents, assisting her co-workers with tasks and relieving staff so they are able to take their breaks, her colleagues write. She also works well under pressure, they say.

"Pat truly is an example of what a nurse should be. She is compassionate, caring, responsible, dedicated and patient, (and her) first responsibility and priority is always her residents."

The Elisabeth Hinton Memorial Award is named in honour of Elisabeth Hinton, a former director of care at Garden Terrace.

## Maplewood Employee Goes Above, Beyond Call of Duty

PSW supports resident during emotional time

By Natalie Hamilton

A recent Remembrance Day ceremony moved a Maplewood resident to tears.

The woman got choked up watching the Nov. 11 ceremony on TV at the Brighton long-term care home. She began crying.

Personal support worker (PSW) Cara Brant immediately reached out to comfort the resident. And, what she did next, earned her the admiration of one of her peers and a nomination for a Maplewood Hero award.

Cara will receive a \$10 gift card.

The compassion she showed towards the woman was commendable, says life enrichment aide (LEA) Rosanne Blackburn who

put forward Cara's name.

"She probably sat with her for 10-15 minutes, hugging her and holding her hand, talking with her and consoling her while she was crying," Rosanne says.

"We had a couple of emotional residents here."

The home typically has the involvement of the local Legion branch each November and a chaplain to lead the Remembrance Day ceremony.

With that not being possible this year, Maplewood chose to tune into the ceremony on TV, which proved to be a suitable alternative for residents.

"I think they really responded to it," Rosanne says.

"It really touched their hearts."

## Tanya Williams' Colleagues at West Lake Terrace Saw Her Leadership Qualities from Day 1

CCC, who has been working at the home for 16 months, receives Inspired Leadership Award

Tanya Williams' colleagues at West Lake Terrace recall how when she came to interview for a registered practical nurse (RPN) position at the Prince Edward County long-term care home in July 2017 they immediately thought her strong leadership, critical thinking and people skills would be even better suited for the vacant clinical care co-ordinator (CCC) position.

*"She reaches out to the right people when asking questions and is not afraid to admit if she needs help. ... She is a true leader."*

— Colleagues of Tanya Williams in Inspired Leadership Award nomination

So that was the position Tanya was offered.

"She was hesitant at first when we approached her, but she put on a brave face and took the jump into a management position and has embraced the role wholeheartedly," her co-workers say.

Since then, Tanya's leadership skills have been shining bright in her role as CCC, so much so that those she works with at West Lake Terrace nominated her for the home's 2018 Inspired Leadership Award. The award was recently presented to Tanya at a ceremony that also honoured West Lake Terrace's

Everyday Hero and Lifetime Achievement award recipients (more stories to follow). Prince Edward-Hastings MPP Todd Smith was also at West Lake Terrace during the ceremony.

Lake team says.

Another project Tanya has led at West Lake Terrace is the bed-rail audits and entrapment program, which has resulted in decreased use of bed rails, which are considered a restraint, her



West Lake Terrace Inspired Leadership Award recipient Tanya Williams is pictured here with resident Tillie MacDonald and Prince Edward-Hastings MPP Todd Smith.

Tanya's colleagues also note that since joining the West Lake team, her ability to work well with others and her strong work ethic have been infectious at the home. Tanya also played a large role in helping the West Lake team roll out a "wound rounds" program at the home which has led to positive outcomes for residents.

"She collaborated with the RNs, RPNs, PSWs, doctors and residents, and in no time we had a solid program in place; the wounds were well-documented, healing quickly, the relationships were established between the team members and aided in the introduction of the (nurse practitioner) and, most importantly, the residents' comfort levels were enhanced," the West

colleagues note.

Tanya also stays "positive" under pressure, another key leadership skill, the West Lake team says.

"She jumps in and offers to help any of her teammates on the front line or the management level," team members say. "She reaches out to the right people when asking questions and is not afraid to admit if she needs help. ... She is a true leader."

OMNI Health Care's Inspired Leadership Award is presented to staff members from each of the organization's 18 long-term care homes. The accolade recognizes people who demonstrate OMNI's mission, vision and values. Inspired Leaders also possess outstanding leadership skills and are committed to their work. — DH

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

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

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EDITORIAL



Kentwood Park residents and staff are pictured here at the Picton long-term care home's launch of the annual Better Seniors' Care letter-writing campaign.

## Kentwood Park Kicks Off Annual Letter-writing Campaign with a Party

*LTC home will be working with residents, families and staff to get letters signed in support of Better Seniors' Care campaign*

Kentwood Park kicked off its support of the Ontario Long Term Care Association's (OLTCA's) Better Seniors' Care campaign on Oct. 26 with a party that brought residents, their families and staff members from the Picton, Ont. long-term care home together.

Better Seniors' Care is an annual campaign created by the OLTCA to advocate for improvements in the long-term care sector. Ontarians are being asked by the OLTCA to send letters of support for this year's campaign to their local MPP ahead of the release of the 2019-20 provincial

budget in the spring.

The main points of this year's campaign are:

- The government needs to address staff shortages in long-term care.
- Ensuring safety and quality of care that meets the needs of residents by rebuilding today's homes and increasing capacity for tomorrow.
- Focus on care, not on unnecessary government paperwork.

Aside from information about the campaign being shared, the Kentwood Park team also served cake, tea and coffee, and there was musical entertainment

from Al Murack.

Kentwood Park life enrichment co-ordinator Lisa Mills says team members are going to be working with residents and families to engage them in the importance of the campaign and educating them about why it is important.

"We are going to be promoting more family involvement (in this year's campaign), and we want to help the residents out as much as we can with everything they need," she says. — DH

Visit [betterseniorscare.ca](http://betterseniorscare.ca) to learn more about the Better Seniors' Care campaign.

## OMNI Continues Building on Quality Journey in 2018

What a year 2018 has been for OMNI Health Care's quality journey.

In April, it was announced that four OMNI homes — Riverview Manor, Pleasant Meadow Manor, Almonte Country Haven and Woodland Villa — would receive funding through Ontario's capital redevelopment program for long-term care homes.

G architects has been commissioned by OMNI to design a new 160-bed home for Riverview Manor in Peterborough. Riverview Manor currently has 124 beds. The firm will also be designing renovations to add 35 beds to the 61-bed Pleasant Meadow Manor in Norwood, 14 beds to the 82-bed Almonte Country Haven in Lanark County, and 17 beds to the 111-bed Woodland Villa in Long Sault. Construction on these sites is expected to start in autumn 2019.

Wider corridors and doorways, greater privacy and more homelike environments — these are among the improved features residents and staff members will first notice once renovations are complete in 2022.

Once redeveloped, these homes will have only one- and two-bed rooms. Doors and halls will be wider to increase accessibility. Turning circles in washrooms will be larger. All these improvements fall in line with new standards set by the ministry.

OMNI also received a four-year accreditation from Accreditation Canada in 2018. 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 board.

In late September, OMNI Health Care's Quality Forum returned to scenic Fern Resort and married vibrant new ideas with tried and proven favourite sessions to deliver a high-energy event to managers from across the organization 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.

Looking ahead to 2019, OMNI will continue its quality momentum. A big thank-you to all team members for another outstanding year!

## 'This is a Great Example of How Jesse Embraces the OMNIway'

*Continued from page 1*

Jesse teaches the residents about the fish, their behaviour, breeding, their habits, how to clean the tank, and (he) even has the residents join in on adding fun-themed decorations for our scaly friends to enjoy," Lyndsay tells The OMNIway.

This program allows the residents to take more ownership of the fish tank and "they can really feel that they are a part of caring for the fish," the LEC adds.

Residents are taking pride

in helping care for the fish in the aquarium, which sits at the front of Frost Manor's lounge, Lyndsay notes.

"They look forward to seeing the new babies hiding in the tank and seeing the décor change from season to season," she says.

Lyndsay adds that the initiative Jesse has shown with this program aligns with OMNI Health Care's mission, vision and values.

"This is a great example of how Jesse embraces the OMNIway," she says. — DH



Frost Manor LEA Jesse Fraser is pictured here standing next to the home's aquarium. Jesse recently started a program that engages residents in helping care for the aquarium's fish.



OMNIway news is published daily at [www.omniway.ca](http://www.omniway.ca) and distributed bimonthly in print to the long-term care community.

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## Much-loved Burnbrae Resident Honoured for Rich and Busy Life

*Continued from page 1*  
fitting tribute to a century of love and respect for the countryside she calls home,” Robert Pye, a local blogger, wrote on his website in 2013.

The Burnbrae Gardens team presented Madeline with the Campbellford long-term care home’s 2018 Lifetime Achievement Award on Sept. 17, her 106th birthday. The award was presented to Madeline at Burnbrae Gardens during a celebration held at the Campbellford long-term care home to honour her.

Madeline was born Sept. 17, 1912, and grew up in the Campbellford area. Madeline can even recall taking a horse and buggy to class while a student at Campbellford District High School, picking up classmates on the way.

Upon completing high school in 1929, Madeline went to work in the office at Swift’s Meats. The Great Depression was hard on Madeline’s family. In the early 1930s the family lost its farm outside of town. But Madeline was still employed during this time and was able to get a mortgage on a new home for her family.

*“Madeline gets pleasure out of every day, enjoying visits from friends and relatives, and is still asserting her independence, even from her wheelchair.”*

— Staff members regarding Madeline McCarthy

Madeline married Joe Bolton in September 1937 and the couple raised two sons, John and Michael. In 1950, Madeline and Joe bought the Northbrook Hotel, where Madeline did the cooking. The business venture proved successful, and the couple was kept busy by serving food and providing rooms to the work crews in the area.

“She is still praised locally

for wonderful wedding dinners she catered to, and folks from Northbrook still tell us that when a family member would pass away she was the first to arrive at the door with a huge platter of sandwiches and home baking,” Burnbrae Gardens staff members write in nominating Madeline for the award.



*Burnbrae Gardens resident Madeline McCarthy is pictured here receiving her Lifetime Achievement Award from April Faux, the Campbellford long-term care home’s administrator.*

Joe passed away in June 1966, and Madeline married Ferg McCarthy in 1969. Madeline and Ferg shared a love of gardening and would supply the hotel with vegetables and homemade pickles. Ferg passed away in 1992, but Madeline continued to keep busy — in fact, one neighbour recalls her tarring her roof at age 85.

Madeline moved to Burnbrae Gardens in December 2013 and has been popular with her fellow residents and staff members.

“Madeline gets pleasure out of every day, enjoying visits from friends and relatives, and is still asserting her independence, even from her wheelchair,” staff members say.

Lifetime Achievement Awards are presented to people living in OMNI Health Care long-term care homes who have demonstrated commitment to other residents, their home and country.

## Residents Swing by Elsie’s Diner

*Rosebridge hosts ’50s-themed event*

*By Natalie Hamilton*

From the swish of the poodle skirt to the crooning of the King of Rock ‘n’ Roll on the jukebox, Rosebridge Manor residents stepped back into the 1950s recently.

The Jasper long-term care home filled its dining room with the sights and sounds of a time gone by. Rosebridge Manor held a ‘50s diner-themed lunch for the home’s residents.

The 1950s is a decade that’s familiar to many of the home’s residents.

To create the ambiance of a ‘50s diner, Rosebridge displayed printed photos of Elvis Presley and set the tables with red tablecloths and checkered napkins.

The meal was served by a waitress — Rosebridge’s nutritional care manager Kori Bigelow — who was dressed for the role in an ensemble that included a pencil skirt complete with a poodle embellishment.

Residents enjoyed whistle



*Rosebridge Manor nutritional care manager Kori Bigelow and resident Rony Pere enjoy a 1950s theme day.*

dogs and french fries served in baskets, along with milkshakes and sundaes. Music from the decade accompanied the meal held in the dining room, which was named Elsie’s Diner for the occasion.

Life enrichment coordinator Kathy Barr says theme days are popular as they give residents

something novel to look forward to and experience.

“It’s something different for them,” Kathy says. “It brings back memories from a different time of their life.”

Elsie’s Diner afforded residents the opportunity to connect with their past and also reminisce about their younger years, she adds.

## Village Green RN Donna Chandu-Lall Organizes Educational Activities

*Continued from page 1*

their hands as best they can to remove the solution and then hold their hands under ultraviolet light.

Glowing spots, which are supposed to replicate bacteria, indicate areas where the solution remains.

The purpose of this exercise is to demonstrate how easily bacteria can remain on hands, even after thorough cleaning.

Another activity focused on team members knowing what personal protective equipment to wear in the event of specific events to minimize the risk of infection.

Donna says having fun exercises for team members to practise good infection-control habits helps embed knowledge.

“I think it gets the point across much better; they still have to think about what they are doing, but I try to make it as fun of an activity as I can think of,” she says.

Donna, Village Green’s



*Village Green RN Donna Chandu-Lall, pictured above, has been hosting activities focused on infection control this week that are both fun and educational.*

infection-control team lead, says she used both original ideas and suggestions for activities from Public Health Ontario which she then modified to suit Village Green’s needs.

For the past three years, Village Green has been hosting events during National Infection Control Week organized by Donna.

“Infection control has been a passion of mine for years,” she says. “My main (focus during Infection Control

Week was) the basics about hand hygiene and the importance of hand hygiene and precautions and applying personal protective equipment and taking it off and the importance of all those things put together.”

Acknowledged every October throughout Canada the U.S. since 1988, National Infection Control Week aims to promote infection control education to staff members in long-term care homes and hospitals. — DH