



# OMNIway

Exciting Year Ahead for OMNI  
in 2019... pg. 3

Bringing Hope & Humanity to health care

TM

FEBRUARY 2019 • www.omniway.ca



## Valentine's Love

George and Shirley Mather hold hands while being serenaded by the Aces of Harmony during Springdale Country Manor's Valentine's Day sweetheart luncheon.

## New Riverview Manor Design Applauded by Administrator, Residents, Families

By Deron Hamel

PETERBOROUGH, Ont. – Riverview Manor residents, their families and staff members recently had their first glimpse of the design for the new Riverview Manor which will open on Langton St. in Peterborough's north end by December 2022 — and they liked what they saw.

OMNI Health Care and G architects, the Toronto-based firm designing the new Riverview Manor, unveiled conceptual images and the architectural plan for the 160-bed, three-storey home at an information session on Dec. 12.

The new Riverview Manor will have 36 more beds than the current home houses.

There will also be wider hallways, more home-like dining and lounge spaces, and privacy for residents will be improved by having only one- and two-bed rooms. The new home will surround a spacious courtyard complete with a walking loop paved with an "elder-friendly surface," patio seating and a sandbox for visiting children to enjoy.

Riverview Manor administrator Mary Anne Greco says the new home will be exciting "on so many levels." One immediate benefit the administrator says she believes the new home will deliver is reduced responsive behaviours from residents with cognitive impairment.

Responsive behaviours,

she notes, are often triggered by space issues. Because the new Riverview Manor will only have rooms with one or two beds, as well as many more open spaces, Mary Anne says she foresees less agitation.

"I just think the whole physical setup is phenomenal; there will be greater space for their living care (and) the elimination of four-bed wards and having private and semi-private rooms will promote residents' greater health and wellness," she tells The OMNIway.

"Having this greater space for them (will improve) residents' quality of life (and) their dignity — you can just see that

See 'Stakeholders' page 3

## 'This is Really Cool': Residents, Pleasant Meadow Redevelopment Gets Thumbs-up

By Deron Hamel

NORWOOD, Ont. – Matthew Dexter dons a pair of virtual-reality goggles to look at the three-dimensional design of what the new Pleasant Meadow Manor will look like once completed. The smile that spreads across his

face is telling. "This is really cool," the Norwood long-term care home's residents' council president says.

Representatives from OMNI Health Care and G architects met with Pleasant Meadow Manor residents and staff members Jan. 9 to

See 'Renovations' page 2

## New Almonte Design's Strongest Points are More Privacy with Continued 'Sense of Community': Administrator

Almonte Country Haven residents, families and staff members got a preview on Jan. 31 of what the new Lanark County long-term care home will look like once its redevelopment project is complete in December 2022.

OMNI Health Care and G architects, the Toronto-based firm designing the

redevelopment of Almonte Country Haven, unveiled conceptual images of the new design, which will include a two-storey addition to the back of the home and renovations to the existing building.

The renovations will increase Almonte Country Haven's capacity from 82

See 'Architects' page 3

## Wound Rounds Initiative Enhancing Skin Integrity for West Lake Terrace Residents

Since launching its "wound rounds" program in 2017, the West Lake Terrace team has been successful at healing lesions quickly for residents who move into the Prince Edward County long-term care home with skin issues.

The team has also been successful at preventing skin lesions from occurring.

The wound rounds program

centres on continuous scrutiny of residents who have wounds or are at risk of developing skin issues, says administrator Jackie Maxwell, who came up with the idea for the program.

Jackie notes that while the program was her brainchild, it has been two managers, RAI co-ordinator Tanya Williams

See 'Administrator' page 2



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



Postage paid  
Publications Mail  
40036450



Frost Manor resident Viola Quibell and RN Nancy Pearce are seen here enjoying one of the home's new robotic felines.

## New Robotic Cats Bringing Out Frost Manor Residents' 'Nurturing, Caring Nature'

*LEC notes wandering, restlessness reduced in residents who have cognitive impairment when they spend time with the cats*

Thanks to generous donations from two family members, Frost Manor residents are enjoying the company of some new furry friends.

*"(The residents) see (the cats) and light right up reaching for them, wanting to hold the cats and pet them."*

—Lyndsay Burton, life enrichment co-ordinator, Frost Manor

In December, Pat Finney and Lisa Hughes dropped by Frost Manor to deliver two robotic therapy cats to the Lindsay long-term care home, and the felines have been having a positive impact on residents, says life enrichment co-ordinator (LEC) Lyndsay Burton.

One key benefit team members are seeing is a reduction in wandering and restless behaviours when residents who are affected by cognitive impairment spend time holding the cats, the

LEC notes, adding the stuffed animals bring out residents' "nurturing, caring nature."

"The residents have really taken to the cats," Lyndsay tells The OMNIway. "They see (the cats) and light right up reaching for them, wanting to hold the cats and pet them. Residents can be seen smiling and talking to the cats."

Robotic cats and dogs have become fixtures in long-term care homes in recent years. The fur on the life-like animals feels realistic, they meow, have heartbeats, and they can move their ears and eyes. They also respond to being touched and petted.

There is one small matter up for debate about the robotic cats: what to name them.

"The residents have joked they want to name the cats, so we have been polling to see what the most popular names are," Lyndsay says. "So far, Elvis and Dolly have topped the list along with Tigger and Frosty." —DH

Like Us On  
Facebook



Follow Us  
On Twitter

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

## Renovations to Provide Norwood LTC Home with More Space and New Amenities

*Continued from page 1*  
unveil the design for the additions and renovations that will be made to the home by December 2022 and to gather feedback.

The response from residents and staff was unanimously positive.

*"...there will be good views and lots of room to walk about."*

— Sandra Tucker, administrator and director of care, Pleasant Meadow Manor

"I really liked what I saw with the virtual reality (goggles)," Matthew tells The OMNIway. "I am really looking forward to what they come up with. I think there will be a lot more space for us."

Indeed, there will be much more space for residents. Once completed, the redeveloped Pleasant Meadow Manor will have a two-storey addition on the

south side of the existing 61-bed home that will house 35 more residents.

The redeveloped Pleasant Meadow Manor will also feature many new amenities, including a spacious courtyard, hair salon, therapy gym and a large multipurpose room.

Once construction is complete, Pleasant Meadow Manor will be divided into three "neighbourhoods" housing 32 residents each. Each neighbourhood will have its own dining area, bathing room and common areas.

There will also be wider hallways, more storage and quieter, more home-like dining and lounge spaces.

Pleasant Meadow Manor is one of four OMNI long-term care homes that was approved for redevelopment funding by the Ministry of Health and Long-Term Care last spring (the others are Riverview Manor, Woodland Villa and Almonte Country Haven).

Like other OMNI homes

approved for redevelopment, Pleasant Meadow Manor will be eliminating three- and four-bed rooms. Once complete, 60 per cent of Pleasant Meadow Manor's rooms will be private and 40 per cent semi-private.

More private rooms and space will have a positive impact on residents who have cognitive impairment, team members say. Lack of space can often cause agitation for people living with dementia.

"I think (the redevelopment) will help decrease responsive behaviours

because people will have more of their own space," says Pleasant Meadow Manor life enrichment co-ordinator Chris Garden.

Administrator and director of care Sandra Tucker agrees.

"What I am most excited about is that the new home will be more expansive; there will be good views and lots of room to walk about," she says.

Construction on renovations is slated to being in the fall.

## Administrator Applauding RAI Co-ordinator Tanya Williams and CCC Amy Harper for Championing Initiative

and clinical care co-ordinator (CCC) Amy Harper, who have championed leading the initiative.

Every morning at the multidisciplinary meeting, team members discuss any skin changes in residents. If there are any issues, a referral is given to nurse practitioner Ali McTeer as well as a detailed explanation of treatments used to date.

Ali is brought in to review wounds with the team members and to make suggestions. Tanya then reviews the care plans and documentation to make sure orders are in the system and running smoothly.

When a resident has an active wound, Ali is at West Lake Terrace every week to monitor the situation.

Team members will go through the best practices in

wound care guidelines and initiate treatments immediately when wounds are discovered, Jackie says.

"We have definitely reduced the frequency (of wounds), we have reduced the number of treatments the staff are dealing with, and the length of time from finding the issue to resolving the issue has been decreased as well," Jackie tells The OMNIway.

Jackie applauds Tanya for taking the lead on the program when she joined the West Lake team in July 2017 as the home's CCC, working well with Ali to improve skin integrity at the home.

The administrator adds that when Amy joined the team as CCC, she jumped right into the wound rounds program and has done an excellent job as one of the

initiative's champions.

Amy had served as a registered practical nurse at another OMNI Health Care home — Maplewood — so she knew about OMNI's wound-care protocols and successfully took over submissions of residents with high-intensity needs when Tanya became RAI co-ordinator, Jackie says.

"As far as being wound-care champions, both (Tanya and Amy) have done an excellent job of taking on that role and running with it," Jackie says.

"They are both very eager to learn, but they are also very smart and know who to network with if need be."

While Tanya and Amy have taken the lead on the initiative, Jackie says all team members work collaboratively through their roles to treat and prevent wounds. —DH

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

Consulting  
Training  
eLearning



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

ACHIEVA  HEALTH

## EDITORIAL

## Exciting Year Ahead for OMNI in 2019

It's shaping up to be an exciting year for OMNI Health Care.

The big news, of course, is that four OMNI homes — Riverview Manor, Pleasant Meadow Manor, Almonte Country Haven and Woodland Villa — are expected to start construction projects in the fall as part of the province's strategy to redevelop 30,000 long-term care beds in Ontario by 2025.

But OMNI is also hopeful of receiving additional capital redevelopment funding to rebuild or improve some of its other homes.

The Ontario government announced its first round of redevelopment funding last spring. As part of this funding, Riverview Manor in Peterborough has been approved for a new 160-bed long-term care home to be built. Pleasant Meadow Manor (in Norwood) has received funding for a redevelopment project to include 35 new beds, Almonte Country Haven (in Lanark County) has been approved for 14 more beds, and Woodland Villa (in Long Sault) will be awarded 17 beds.

Construction on these projects is slated to be

complete by December 2022.

We are hopeful to receive more bed licences in 2019 so we can move closer to meeting the government's mandate to have all Ontario long-term care homes brought up to Class A homes by 2025.

Redeveloped long-term care homes will have an immensely positive impact on residents' quality of life. Not only will homes be modernized, more spacious and have more amenities, but all homes will house only one- and two-bed rooms.

Residents, their families and staff members working in these homes have expressed their excitement and support for these projects.

This spring, the new Ontario government will release its first budget. There are challenges we face in the long-term care sector, and OMNI will be tracking any changes the Ford government makes so we can stay ahead of the curve. But having a new government also presents an opportunity for some of the challenges and issues we face in long-term care to be addressed.

Indeed, these are exciting times for OMNI and for the long-term care sector.



Bird's-eye view of proposed development for the new Riverview Manor by G architects.

## Stakeholders say More Space, Eliminating Three- and Four-bed Rooms will Improve Residents' Quality of Life

*Continued from page 1*  
(responsive behaviours are) going to dissipate.”

Family member Carol Martin agrees.

Carol says she has seen residents become agitated by being in close quarters with others and notes that replacing three- and four-bed rooms with private and semi-private rooms will be a major improvement for Riverview residents.

Carol, a member of the Riverview family council, adds she likes the enclosed

courtyard the new building will feature because it will have safety benefits. She says the enclosed courtyard will be a perfect location for the yard sales Riverview hosts.

Having yard sales at the front of the home can cause confusion for those who don't know every resident, Carol adds.

“(During) yard sales, it's really hard to know ... who's coming off the street with a walker and who (lives) here,” she says.

Riverview Manor residents'

council president Dona Choate says the courtyard is her favourite feature of the new design.

“I like the idea of the privacy area with the sandbox,” she says. “That area I found most attractive because residents can go out there and enjoy the sunlight.”

Construction on the new Riverview Manor is expected to start in the fall.

To watch a video of the presentation, visit [omniway.ca](http://omniway.ca).

## Architects Unveil New Almonte Design to Residents, Families and Staff

*Continued from page 1*  
beds to 96, and there will be three neighbourhoods made up of 32 beds each. The redeveloped Almonte Country Haven will only have one- and two-bed rooms to improve privacy. There will also be wider hallways, smaller and more home-like dining areas, lounge spaces, and more activity and spa spaces.

Almonte Country Haven administrator Carolyn Della Foresta says this mixture of more privacy with more space will enhance residents' quality of life.

“The residents are going to have more comfort in their bedrooms (and more) dignity in the dining room with smaller space, (but) they're not going to lose that sense of community,” she tells The OMNIway.

“This is incredibly exciting,” Carolyn adds. “The plans are so incredibly laid out. They have just thought of everything. It is so wonderful to see what is ahead for our residents and ahead for our staff members.”

Carolyn says there was a large turnout of residents and family members at the presentation. Most encouraging, she says, is that residents asked lots of questions about their new home and were taking a keen interest in the amenities it will offer.

Of note, Carolyn says residents were interested in the physiotherapy area that will be included in the new design. Currently, physiotherapy is done “on the spot” with no reserved area, the administrator says, so having this area is

important to residents.

“Our residents also responded well to how beautiful the spa room and walkways were, and all of their questions were answered,” Carolyn says.

Almonte Country Haven is one of four OMNI long-term care homes to receive funding for redevelopment. Pleasant Meadow Manor (in Norwood) has received funding for a redevelopment project to include 35 new beds, and Woodland Villa (in Long Sault) will be awarded 17 beds. Riverview Manor (in Peterborough) has been approved for a new 160-bed long-term care home to be built.

Construction on these projects is slated to begin in the fall and be complete by December 2022. — DH



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



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  
SYSKO



Streamway Villa resident Verna Thaxter is pictured here receiving her Lifetime Achievement Award from OMNI Health Care president and CEO Patrick McCarthy during a recent ceremony at the Cobourg long-term care home.

## Streamway Villa Author Receives Lifetime Achievement Award

*Verna Thaxter's memoir of her experiences during the Great Depression has left a mark on residents and staff*

When Verna Thaxter moved into Streamway Villa, everyone knew right away that she was someone special, says the Cobourg long-term care home's life enrichment co-ordinator (LEC) Christina Doughty.

Verna, 102, not only demonstrated she had a sweet disposition and a kind soul, she was also a treasure trove of stories and life experience.

Born Sept. 22, 1916, Verna was one of eight children in her family. She grew up on a 160-acre farm in northern Ontario at the height of the Great Depression. Verna wrote of her and her family's experiences during the Depression in her 2001 memoir *Of Turnips and Teas and Threshing Bees: My Experience of the Depression Years*.

Her memoir is a remembrance of the good times, the hardships, the methods of work and the general thinking of a farm family in the early- to mid-20th century.

The Streamway Villa life enrichment department was so taken by Verna's memoir, it became the centre of a program called Verna's Reading Circle. During this program, the life enrichment aides gather most of the home's 59 residents and read

chapters from the book.

"During this time, Verna sits back with a smile on her face as she relives her life history and is quick to add any additional details during the reading," Christina says.

"Verna has 100 years of memories in which she wanted to share and to encourage others to follow her footsteps daily; her philosophy is that 'when you work hard, the benefits of life follow.'"

For her accomplishments, Verna has been named the recipient of Streamway Villa's 2018 Lifetime Achievement Award. The award was presented to her during a ceremony at the home.

Christina adds that Verna has tremendous support from her family, who "absolutely adores her."

"Verna has become one of our many role models; she set her dreams high and truly lived her life to the fullest with no regrets," the LEC says. "She is a blessing to Streamway Villa and is one remarkable lady."

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. — DH

## Scottish Spirit Comes Out During Forest Hill Burns Day Celebration

*Haggis, music and poetry mark the birthday of Scotland's favourite son*

Forest Hill hosted a fun day of all things Scottish Jan. 25 during the Kanata long-term care home's annual Robbie Burns Day celebration.

Robbie Burns Day, which is commonly celebrated in long-term care homes, marks the birth of poet Robert Burns, who is best known for his poems *A Red, Red Rose*; *The Battle of Sherramuir*; and *Auld Lang Syne*.

The centrepiece for the event was a haggis, the traditional Scottish meal served at "Burns suppers". Haggis consists of minced sheep's organ meat, suet, onion, oats and spices. The mixture is baked in a sheep's stomach.

Life enrichment co-ordinator Craig Forrest notes that this was "authentic haggis" bought at a local Scottish store. In keeping with tradition, the haggis was served with "neeps and tatties" (mashed turnip and mashed potato).

"We do this every year and it's always lots of fun," Craig tells The OMNIway. "Most residents look forward to Robbie Burns Day every year and will eat their haggis."

Before the haggis was



Above: Forest Hill resident Jeannie Tinklin and entertainer Dai Bassett share a moment during the home's Jan. 25 Robbie Burns Day celebration. Right: Forest Hill resident Margaret Cope tucks into a plate of haggis, neeps and tatties.

served, entertainer Dai Bassett read the Burns poem *Address to a Haggis*. He also performed a variety of Scottish folk songs for residents.

Craig notes there are several Scottish residents living at Forest Hill who particularly enjoyed the Burns Day celebration.



Burns, affectionately known as "the Bard," was born Jan. 25, 1759, in Alloway, Scotland, and people across the Commonwealth and around the world celebrate his birthday each year. — DH

## Rosebridge Manor Receives \$300 Donation from Christmas in Merrickville Committee

*It was a nice community gesture that made us happy to be thought of*

Rosebridge Manor team members are tipping their hats to the Christmas in Merrickville committee for donating \$300 from its fundraising proceeds to the Jasper, Ont. long-term care home.

Life enrichment co-ordinator (LEC) Kathy Barr says the home received a call recently from the committee to inform the home of its plans, and Christmas in Merrickville organizer Mark Scullino then dropped by Rosebridge Manor to present the cheque.

This is the first time Rosebridge Manor has received a donation from the committee, Kathy says.

"It was a nice community



Christmas in Merrickville organizer Mark Scullino presents a cheque for \$300 to Rosebridge Manor resident Glenda Wagar. The Christmas in Merrickville committee chose to donate some of its fundraising proceeds to the home.

gesture that made us happy to be thought of in the township," Kathy tells The OMNIway. "It's nice

to have long-term care homes acknowledged."

The money is going to be deposited in the residents' council activity fund and will sponsor extra in-house programming and entertainment, the LEC adds.

Kathy notes that the committee for Christmas in Merrickville, an annual day of holiday festivities held in the nearby town, is not the only organization to recently offer support for the home. The Merrickville branch of the Royal Canadian Legion contacted Rosebridge Manor in early January to announce that proceeds from a Jan. 30 dinner would be partially donated to the home, she says. — DH