



OMNIway

Quality Forum Reminds
OMNI Team Leaders Why
they Work in LTC. . . pg. 3

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Frost Manor's, Local School Partnership Continues to Flourish

LINDSAY, Ont. – Frost Manor and St. Thomas Aquinas Catholic Secondary School are continuing to build upon a partnership they established last year that's enhancing opportunities for students to learn new skills and develop leadership while giving something back to the community.

Through the partnership, five students from the school's co-op and special education programs have been coming to Frost Manor Tuesdays and Thursdays to assist environmental services and maintenance manager Rick Riel.

The students perform a
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Partnering for the Future

Students from St. Thomas Aquinas Catholic Secondary School have been coming to Frost Manor this semester to learn new skills and develop leadership abilities that will help them in the workforce. These student placements are part of an ongoing partnership between the school and the Lindsay long-term care home. See story at right.

Quality Forum 2019: Celebrating the Joy of Working in Long-term Care

By Deron Hamel
ORILLIA, Ont. – The 2019 OMNI Health Care Quality Forum brought together managers from across the organization for an action-packed three days of learning, networking and, of course, OMNI's core value of fun and laughter, at scenic Fern Resort near Orillia.

A resounding theme at this year's forum, which was held May 7-9, was a celebration of the joy of working in long-term care — and a celebration of those people who live and work in OMNI's 18 homes.

Presentations

The Quality Forum coincided with Mental Health Week in Canada,

so it was fitting there were presentations and exercises that focused on promoting positive mental-health discussions and celebrating the joy of working in a sector that strives to improve every aspect of quality of life for people.

Psychologist and human-resources consultant Dr. Bill Howatt gave a presentation on mental health in the workplace on Day 2 that was both thorough and peppered with humour. His presentation provided information to managers about the importance of being aware of mental-health issues people in the workplace may have as well as how to identify those issues and provide support.

Motivational speaker and author Rosita Hall wowed OMNI managers at last year's Quality Forum with an energetic, engaging presentation, so it was no surprise to see her return to this year's forum with that same fervour on Day 3. Her presentation this year focused on finding and celebrating joy within ourselves as well as the joy of working with a resident population that can benefit from positivity.

There was also a sombre note among the presentations.

Calgary native Teri Price shared a short film about the struggles her brother, Greg, faced with the health-care system after

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Country Terrace Becomes First Home in South West LHIN Approved to Provide Peritoneal Dialysis

Country Terrace has been approved by the Ministry of Health and Long-Term Care to provide in-home peritoneal dialysis to residents at the Komoka long-term care home who are living with renal failure in an effort to relieve stress on the health-care system

and improve quality of life for people by avoiding hospital transfers.

Country Terrace is the first long-term care home in the South West Local Health Integration Network (LHIN) to receive ministry approval to perform

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Riverview BSO Team Receives First-ever Team Impact Award From the Central East LHIN

Riverview Manor's Behavioural Supports Ontario (BSO) team received the Central East Local Health Integration Network's (LHIN) first-ever Team Impact Award on March 26 for its work reducing and preventing agitation in residents who are living with cognitive impairment.

The BSO team, whose members include Becky

Dennie, Carly Kenny, Karlie Phillips, Joseph Matthews, Nicole Munro and Sarah Plumpton, were nominated for the award by the psychogeriatric resource consultant (PRC) nurses with the Psychiatric Assessment Services for the Elderly (PASE) team at Peterborough Regional Health Centre.

The PASE team works

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Pictured above, Springdale Country Manor volunteer Lynda Rose (seated) and life enrichment co-ordinator Sonia Murney.

Volunteering at Springdale has Fulfilled a Promise Lynda Rose Made to Herself

'I always said, if I had time, this is what I would do'

SPRINGVILLE, Ont. – Lynda Rose recalls how when her mother was living in a retirement home in North Bay she would make a monthly drive up to visit her. Lynda says she wished she could have spent more time with her mother, but she had a career and they lived far apart, so that was not always possible.

So Lynda made a promise to herself: when she reached a time in her life when she had more time, she would volunteer with seniors.

Since last autumn, Lynda has been volunteering at Springdale Country Manor. She was attracted to Springdale's small size, but it has been the residents and staff members that have kept her volunteering.

"I always said, if I had time, this is what I would do, spend time with (long-term care residents) who maybe don't have a lot of visitors, and this place is great; everyone is so friendly and the staff and the residents have accepted me," she tells The OMNIway.

As a volunteer, Lynda fills many roles. Portering residents, handing out refreshments, providing one-to-one time and helping with activities are among the volunteering duties Lynda undertakes at the Peterborough-area

long-term care home.

Springdale Country Manor life enrichment co-ordinator (LEC) Sonia Murney says when Lynda is helping residents participate in programming, she also becomes involved with the activity.

"She actively participates in the programming as a participant," the LEC says, adding Lynda's No. 1 strength is the one-to-one time she provides residents. "Lynda is fabulous at sitting and talking with the residents who need a little bit extra attention. Those little extra bits of care she gives with her one-on-ones is amazing."

Lynda says her favourite part of volunteering at Springdale is getting to know residents and learning about their lives. Knowing these personal connections she creates with residents are making a difference makes volunteering even more meaningful, she says.

"Often, they'll give me a hug when it's time for me to leave, and that's always really nice," she says.

April 7-13 was National Volunteer Week 2019. The week was marked by events nationwide that celebrate volunteers and all they do to enrich the lives of others. This year marked the 78th National Volunteer Week. — DH

Springdale and Local School have Planted the Seeds of an Exciting Partnership

Youth engagement program at Springdale has been 'a real sense of paying it forward' for the past 7 years

SPRINGVILLE, Ont. – Five students from Thomas A. Stewart Secondary School (TAS) in Peterborough have been busy putting their green thumbs to work getting gardens and planters ready for summer at Springdale Country Manor.

Not only are students in the youth engagement program getting some work experience and helping to beautify Springdale, they are also earning a high-school credit for their work.

This is the seventh year TAS students in the youth engagement program have come to the Peterborough County long-term care home to help prep the gardens.

Students in the TAS horticultural program began planting in the school's greenhouse in September. The plants and vegetables have since been transplanted at Springdale by the students and program facilitators.

Mark Wilkins, a child and youth counsellor, says the collaboration is providing the students with valuable work experience and a chance to make a difference

program where kids do something in the community to serve the community."

Teacher Marty Van Haften adds that the students are also learning valuable skills.

"They are learning about plant husbandry while working towards a school credit," he says.

Grade 10 student Lexi Mills says her favourite part of the program has been planting seeds and watching the plants grow.

While Lexi says she didn't have a green thumb before, she's taking a shine to gardening.

"What makes (this program) great is that these are not someone

else's plants, they're our plants that we've grown, so that's really exciting," she says.

Mark agrees, adding the program has had a lot of success since it was initiated.

"You'd be hard-pressed to find any of the students who haven't enjoyed this process," he says. — DH



Grade 10 student Lexi Mills puts a plant in a garden at Springdale Country Manor.

to others in the community.

"One of the highlights of the program is that the students all love coming here," Mark tells The OMNIway. "They love interacting with the residents, and it's a real sense of paying it forward.

This is a youth engagement

Students Gaining Experience and Leadership Skills While Providing Valuable Services to Home

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variety of duties ranging from sorting nuts and bolts to prepping gardens to ensuring Frost Manor's parking area is free of debris.

The students are gaining valuable work experience, and the help they provide frees up time Rick can spend helping residents.

As a testament to the program's success, one of the students, Mack Dixon, is hoping to find a job after the school year finishes in June. He is preparing his resumé and using Rick as a reference.

Another student, Kyler Cavan, is taking on many leadership roles, often

supervising work when Rick is attending the daily morning staff meeting.

"These guys have done an amazing job this semester, and it's just been continual growth," Rick tells The OMNIway.

Teresa Naismith, an educational assistant at St. Thomas Aquinas Catholic Secondary School, says she has seen the students flourish during their time at Frost Manor, adding the students have learned new skills and become more confident.

For example, when two of the students were assigned to disinfect handrails in the hallways, they needed supervision at first. But before

long, they got the hang of the task and now require no supervision when sanitizing.

"They have become very self-sufficient and they can do it themselves," Teresa says. "There has been growth in all the students."

Rick characterizes the partnership as a "win-win-win," since the students, residents and staff are all benefiting. He adds the students' progress is also a source of pride for himself.

"It's rewarding for me to see how much they have progressed, but I think they enjoy their time coming here as well," Rick says. "All five of these guys have done an amazing job." — DH

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EDITORIAL

Quality Forum Reminds OMNI Team Leaders Why they Work in LTC

It takes a certain type of person to work in a long-term care home, and the 2019 Quality Forum helped cement the notion that the 128 OMNI Health Care managers and other team members who attended were working where they should be.

This year's forum, which was held at Fern Resort May 7-9, largely focused on self-reflection and rediscovering the joy of working in long-term care.

In fact, "joy" is the word that best sums up the 2019 Quality Forum.

The Quality Forum was held during Mental Health Week. Several of the sessions focused on mental well-being. Work impacts everyone's mental health, no matter their profession. When we talk about the joy we garner through our work, we are talking about good mental health.

There is no better way to focus on the joy of working in long-term care than to highlight the residents living in OMNI's 18 homes.

This year's forum featured videos team members created that showcased residents

telling their life stories. There was lots of laughter and applause during and after each video presentation. It was evident that what brings us the most joy at work is the residents we work with.

The rationale behind the video presentations was focused both on residents and staff members. Creating the videos meant team members had to reach down deep to their core and think about what brings them to work each day. Hearing the residents' stories clearly reminded everyone why they work in long-term care.

Time is sometimes spent dealing with challenging situations at work, so it's important to take a moment to step back and look at the impact people working in OMNI homes make. That really is what the Quality Forum was about.

A major benefit of Quality Forums is that they serve as venues for attendees to not only reflect on the work they do but also to reboot as a group and bring a renewed sense of purpose back to their homes.

This year's forum certainly accomplished that mission.



The Kentucky Derby was the theme for the annual awards presentation at the 2019 Quality Forum. Team members from each OMNI home wore costumes reflecting the theme. Burnbrae Gardens team members were awarded best costume design for their outfit, a starting gate with two horses and two jockeys (pictured at top right).

The 2019 Quality Forum Included Engaging Presentations but also Brought OMNI's Core Value of Fun and Laughter to the Forefront

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he was diagnosed with testicular cancer. Although testicle cancer has a 95 per cent recovery rate, Greg had to deal with delays in both diagnosis and treatment. He died from a blood clot a few days after surgery. The 29-minute film, *Falling Through the Cracks: Greg's Story*, details the gaps in continuity of care Greg and his family faced.

The film, which was made with the help of Heartland director Dean Bennett and actor Kevin McGarry, is Greg's family's attempt to show the gaps that can exist in health-care delivery and to send the message that everyone can play a part closing those gaps, Teri said.

Quality Focus

The Rosebridge Manor team created this year's *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.

OMNI operations manager of nutrition and food service Chris Weber and Riverview Manor nutritional care manager Neil MacDonald are a dynamic duo when it comes to presenting their culinary know-how. The pair did an encore performance of their recent presentation at the Ontario Long Term Care Association's annual conference for Quality Forum attendees. The focus of their presentation was on maximizing output of high-quality meals for long-term care residents and the value made-from-scratch home cooking delivers to long-term care homes.

Fun and Laughter and Creativity

The Quality Forum also brought OMNI's core values of creativity and fun and laughter together at the annual presentation of the Circle of Radiance awards in the evening of Day 2. The theme for this year's awards night was the Kentucky Derby, and everyone dressed

in outfits ranging from horses to jockeys to southern gentlemen and ladies donning colourful fascinators. The Burnbrae Gardens team took first place for their costume design: a starting gate with two horses and two jockeys.

Lifetime Achievement Videos

Every year, OMNI homes present the Lifetime Achievement Award to people living in OMNI long-term care homes who have demonstrated commitment to other residents, their home and country. Every resident has their own unique story, and this year OMNI homes created video presentations highlighting residents' achievements.

Team members interviewed residents about their lives, and there certainly were some interesting stories shared — including that of a former police officer, a British Army veteran who became a volunteer when she moved to Canada, and even a retired rock star.

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'They Will Not Need to Sit in Hospital Waiting'

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in-home peritoneal dialysis.

Administrator Karen Dann notes Country Terrace first applied for permission to perform peritoneal dialysis nine years ago. However, because people with renal failure are not given priority on long-term-care home waiting lists there were no residents needing dialysis and team members continuously had to renew their training.

"We just have to try to get that approved designation and we will see those people go to the top of the list."

— Karen Dann, administrator, Country Terrace



Country Terrace administrator Karen Dann and resident Sharon Hanneman (seated).

In January, after registered team members received their most recent peritoneal dialysis training, Sharon Hanneman moved into Country Terrace. Sharon, who has renal failure, is the first resident to receive peritoneal dialysis at Country Terrace.

All of Country Terrace's registered staff members now know how to perform peritoneal dialysis, Karen

says, adding she sees great benefit in improving the quality of life for people with renal failure living at Country Terrace.

"They will not need to sit in hospital waiting, (and) they won't need to go to clinics to be managed," Karen tells The OMNIway.

There is another person on Country Terrace's waiting list who has renal failure, and staff will be able to transfer their skills and experience to helping that resident when they move into Country Terrace, Karen adds.

Karen recently learned from the Ontario Renal Network that there are new guidelines allowing people with renal failure to apply for priority status in long-term care homes, so Country Terrace is applying to the South West LHIN to gain this designation.

The alternative for people with renal failure receiving peritoneal dialysis is hemodialysis, which is more taxing on patients, Karen says.

While hemodialysis, which is done in hospital, involves blood being cleansed by a machine, peritoneal dialysis removes waste products from blood by injecting a special fluid into the abdomen through a catheter.

"We just have to try to get that approved designation and we will see those people go to the top of the list because hemodialysis is much harder on a person's body," Karen says. "Even when you're 20 it's hard on you, and it's even harder on you when you're in your 70s and 80s." — DH



Lisa Hughes and daughter Mckenna pictured with a robotic cat they recently donated to Frost Manor.

Family Member Donates Another Robotic Cat to Add to Frost Manor's Collection

Residents have been enjoying their other two cats so much, Lisa Hughes decided to give them one more

LINDSAY, Ont. — Lisa Hughes and her daughter Mckenna dropped by Frost Manor in April with a surprise for the Lindsay long-term care home's residents: one more robotic pet cat.

This is the third robotic cat Lisa has donated to Frost Manor. In December, she and her friend, Pat Finney, donated two cats to residents. The robotic felines have been a smashing success with Frost Manor's residents, says life enrichment coordinator 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."

Lisa's uncle lives at Frost Manor, and she says the care and love he receives from staff members inspired her to do something for the home. Knowing how much residents loved the first two cats that were donated, Lisa decided to add a third cat to their collection.

Lisa says she has seen the positive impact the cats have had on people. For instance, one day while she was visiting Frost Manor she spotted two residents sitting in their wheelchairs enjoying one of the cats.

"One lady was petting the cat, and she then put it down on the floor as

they were talking, and the other lady picked it up and started petting it," Lisa says. "It was like they were sharing a real cat."

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.

Lisa says she brought Mckenna to Frost Manor because her daughter wanted to see how happy the residents would be to have one more cat. Mckenna says she was glad to see the residents enjoying their furry friends.

"I felt happy," Mckenna says. — DH

Team Nominated by PRC Nurses from PASE Team at PRHC

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with Riverview Manor to help improve the quality of life for residents affected by Alzheimer's disease and related dementia.

The PRC nurses nominated the Peterborough long-term care home's BSO team for embracing BSO practices, taking advantage of educational opportunities to increase knowledge and understanding of dementia

and seniors' mental-health issues, and for sharing that knowledge with other Riverview Manor team members.

"The (Riverview Manor BSO) team uses creative strategies to try and provide the supports that their residents need," said PRC nurse Marion Tabanor during the award presentation.

"The team has been able to collectively manage and mitigate risk to the resident

and co-residents using these strategies. ... The team has a strong passion about their role and they are dedicated and committed to excellence when it comes to caring for their resident population."

Tabanor also commended the Riverview Manor BSO team for its preparedness when referring residents to PASE, noting the team provides PASE clinicians with detailed assessment

packages to help the clinicians and psychiatrist access the most up-to-date information about the resident.

Dennie, who is the Riverview Manor BSO team lead, said receiving the honour is important to team members because it shows the work they're doing is being recognized from outside the home.

"I think it means that we are making an impact,

not just within the home, but also within the community," she said.

BSO is a provincial initiative that's enhancing quality of life for seniors affected by dementia and other conditions that can cause agitation. The funding, which is provided to long-term care homes through the province's 14 LHINs, is largely put towards staff education. — DH

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