



OMNIway

National Dementia Strategy
Provides Opportunities to Improve
What We Already Do Well. . . pg. 3

Bringing Hope & Humanity to health care

TM

AUGUST 2019 • www.omniway.ca



Thank You, Thank You Very Much

Matt Cage, an Elvis Presley tribute artist, serenades a West Lake Terrace resident during a June 20 event at the Prince Edward County home. See story page 4.

OMNI Supports Recommendations to Improve LTC Resident Safety

By Deron Hamel

OMNI Health Care's president and CEO says the organization is supporting recommendations made in Justice Eileen Gillese's final report in the Public Inquiry into the Safety and Security of Residents in the Long-Term Care Homes System and is pleased that Gillese demonstrated a strong understanding of issues faced in the sector around keeping residents safe.

Patrick McCarthy also says OMNI has worked to stay ahead of the curve in creating safe environments for its more than 1,400 residents to live through programs the organization has created, including its quality focus initiative and award-winning diabetes protocol.

Gillese's inquiry began in

August 2017, two months after Elizabeth Wettlaufer, a former long-term care home nurse in southwestern Ontario, was sentenced to eight concurrent life sentences for killing eight residents in her care with insulin.

"(Gillese) really demonstrated a great knowledge of the complexity of the issues..."

— Patrick McCarthy, president and CEO, OMNI Health Care

Wettlaufer, who made headlines around the world after confessing to the murders, never worked at any of OMNI's 18 long-term care homes.

In her report, Gillese

created 91 recommendations aimed at preventing and deterring long-term care nursing staff from harming residents. Recommendations in her report include:

- Increasing staffing levels
 - Limiting long-term care homes from using nurses from temp agencies
 - Improving training for front-line staff
 - Funding long-term care homes to improve methodologies for how medications are stored and tracked
 - Allowing homes to have more say in how to spend funding for services
- "(Gillese) really demonstrated a great knowledge of the complexity of the issues and how vulnerabilities can

See 'Report' page 4

Turning WanderGuard into a Brooch is Keeping Riverview Resident Safe

PETERBOROUGH, Ont. – When a Riverview Manor resident who exit-seeks was forgetting or refusing to keep her WanderGuard bracelet on her person, the Peterborough long-term care home's Behavioural Supports Ontario (BSO) team came up with a clever idea that has since ensured the resident not only wears

the device at all times, she also wants to be seen with it.

Registered practical nurse (RPN) Carly Kenny recently took the resident's WanderGuard, a safety device worn by residents who exit-seek that triggers an alarm if they get too close to doors leading outside, and decorated it

See 'BSO Team' page 2

Frost Manor Residents Embracing iPad Program

The Tablet Time program launched in March at Frost Manor is introducing residents to new technology while providing entertaining and engaging activities.

The Lindsay long-term care home bought 10 iPads that have been loaded with a variety of game apps that residents of all abilities can enjoy.

Since the program was

launched, about seven to 12 residents can be found participating at any given session.

Many of the games residents play on the iPads are geared towards maintaining hand-eye co-ordination and memory, but there's also a social component, says life enrichment co-ordinator (LEC) Lyndsay Burton.

See 'Tablet Time' page 2

Local Library Helping Forest Hill Residents Get Their Book Fix

Forest Hill life enrichment co-ordinator (LEC) Craig Forrest says residents at the Kanata long-term care home who enjoy reading have been receiving excellent service from an outreach program offered by the Beaverbrook branch of the Ottawa Public Library for about two years.

Through the program, library staff member Gregor Bertram will visit the Kanata

long-term care home with books residents request from the library each month.

If a resident is interested in a particular book, or if there is a genre or author Craig knows a resident is interested in, he will call Gregor who will come to Forest Hill with a selection of books.

In addition to books, which are usually in large print,

See 'Forest Hill' page 3



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





Guelph Storm centreman Cedric Ralph holds the J. Ross Robertson Cup alongside Riverview Manor resident Owen Fallis.

Riverview Residents Treated to a Piece of Hockey History

Cedric Ralph, son of staff member Brigitte Byette and Guelph Storm centreman, stopped by with the J. Ross Robertson Cup

PETERBOROUGH, Ont. – Guelph Storm centreman Cedric Ralph stopped by Riverview Manor July 19 to show the Peterborough long-term care home’s residents and staff members the J. Ross Robertson Cup which his team won after beating the Ottawa 67’s in May to win the OHL championship and advance to the Memorial Cup series.

In fact, it was Cedric, the son of Riverview Manor team member Brigitte Byette, who scored the game-winning goal in Game 6 of that series.

While the Storm was eliminated from the Memorial Cup series by the Rouyn-Noranda Huskies, who would go on to take the 2019 Memorial Cup, winning the OHL championship is something Cedric will not forget.

History won’t forget either. The stick Cedric used to score the game-winning goal in the second period of Game 6, along with the puck, will soon be donated to the Hockey Hall of Fame in Toronto.

Each Storm team member is given one day with the J. Ross Robertson Cup.

When the Riverview Manor team learned Cedric would be coming to the home with the cup, a small party was organized. The life enrichment team even invited some of Cedric’s former teachers from St. Anne Catholic Elementary School to attend.

Cedric explains why he used his day to bring the trophy to Riverview Manor.

“We always get a bunch of people (from Riverview) who come and watch me play when I come down to Peterborough, so I thought I would bring it in,” he tells The OMNIway.

Cedric spent about an hour chatting with residents and posing for photos with them next to the J. Ross Robertson Cup, which is awarded each season to the OHL championship and dates back to 1898.

Proud mother Brigitte says she was thrilled with her son’s idea to bring the trophy to Riverview Manor because some residents are big OHL fans.

“When he told me (he wanted to bring the cup to Riverview), I told him I thought that was a great idea,” she says. — DH

BSO Team Members Create an Intervention That’s a Win-win

Continued from page 1

with costume jewelry so it resembled a fancy brooch.

The resident loved her new fashion accessory; however, she’d often forget to put it on.

So another team member came up with the idea of having the front-line staff members who work most with the resident to decorate the lanyards that hold their name tags with same plastic jewelry to prompt the resident to wear her WanderGuard.

“[I]t has worked fantastically.”

— Karlie Phillips, personal support worker and BSO team member, Riverview Manor

“So that’s what we did and it has worked fantastically,” personal support worker and BSO team member Karlie Phillips says. “She sees ours now and says, ‘Where’s mine?’ if she’s not wearing it.”

With Karlie and other team members now wearing



Riverview Manor BSO team member Karlie Phillips holds the costume-jewel-studded lanyard she made to prompt a resident to wear her decorative WanderGuard.

bejewelled name tags, the resident remembers to keep her “brooch” with her.

Before turning the resident’s WanderGuard into a brooch, team members had tried other methods of keeping the device with the resident, but none worked.

For instance, they gave it to the resident to keep in her purse, but she would sometimes forget to leave her room with her purse. She didn’t want the device attached to her wrist or shoes.

Turning the resident’s WanderGuard into a fashion accessory was also an inexpensive way to keep the resident happy, Karlie says, adding the costume jewelry can be bought at Walmart or dollar stores.

BSO team lead Becky Dennie commends the team for coming up with an idea that keeps the resident safe and makes her happy.

“They really come up with some great ideas,” she says. — DH

Tablet Time Allowing Residents to Embrace Technology While Fulfilling Social and Cognitive Needs

Continued from page 1

The residents play cards, do puzzles, paint, bowl and complete matching and word-search games.

Friendly competition has developed when residents play together on the same iPad when all the tablets are in use, Lyndsay says.

“The residents are proud about learning a new skill and will chat about competing scores or show off a completed puzzle or painting to the group,” the LEC tells The OMNIway.

“I think the residents get a real sense of accomplishment out of this program.”

The Frost Manor life enrichment team worked with an organization called Let’s Connect to train team members on how to teach residents to play tablet games.

Lyndsay says residents become highly focused during Tablet Time, and



Pictured left to right, Frost Manor residents Dorothy Burrows, Chrystal Broom, Sharon Arsenaault and Sylvia Trumbull enjoying a Tablet Time session.

there’s a different tempo to the atmosphere when the program is in session.

“Staff often joke about how different this program is because most programs at Frost Manor tend to be more high energy, but the Tablet Time program is often very quiet,” she says.

“The volume level in the room goes down because the residents are so engaged and focused on the games on the tablets.”

The life enrichment team has started using the tablets with residents who have cognitive impairment by playing videos of babies, puppies or farm animals, which has created discussion among residents, staff and families, Lyndsay says.

“We have started to show families that they, too, can use the iPads to play these videos to spark discussion and create meaningful visits with their loved ones.” — DH

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

255 Consumers Road, Suite 160
Toronto, ON M2J 1R4
ph: (416) 497-6907
www.brokerlink.ca

BrokerLink
Auto/Home/Business Insurance

Surge
Learning Quality Policy
www.surgelearning.ca

EDITORIAL

National Dementia Strategy Provides Opportunities to Improve What We Already Do Well

On June 17, the federal government launched Canada's long-awaited dementia strategy, an initiative aimed at raising awareness of dementia, preventing the condition, finding a cure and improving quality of life for those living with cognitive impairment.

But having a national dementia strategy is positioning OMNI and other long-term care providers to be equipped to face this challenge.

The Alzheimer Society of Canada characterizes Canada's national dementia strategy as "the single most powerful tool to improve dementia care and support."

"The strategy ensures that all Canadians living with dementia, their families and their caregivers have the same level of access, quality of care and services, regardless of where they live," the organization states.

So, how does this impact people with dementia living in OMNI's 18 long-term care homes?

Our team members bring a treasure trove of experience to the table improving the lives of people living with various forms of dementia. The national dementia strategy is not a magic bullet; rather it is a tool to bolster what we are already doing well: bringing a high quality of life to people with dementia living in our homes.

An important component of the strategy is to ramp up evidenced-based best practices and share these tried and proven methods for working with people who have dementia coast to coast. Everyone will benefit.

In short, having a national dementia strategy will help us do what we are already doing even better.

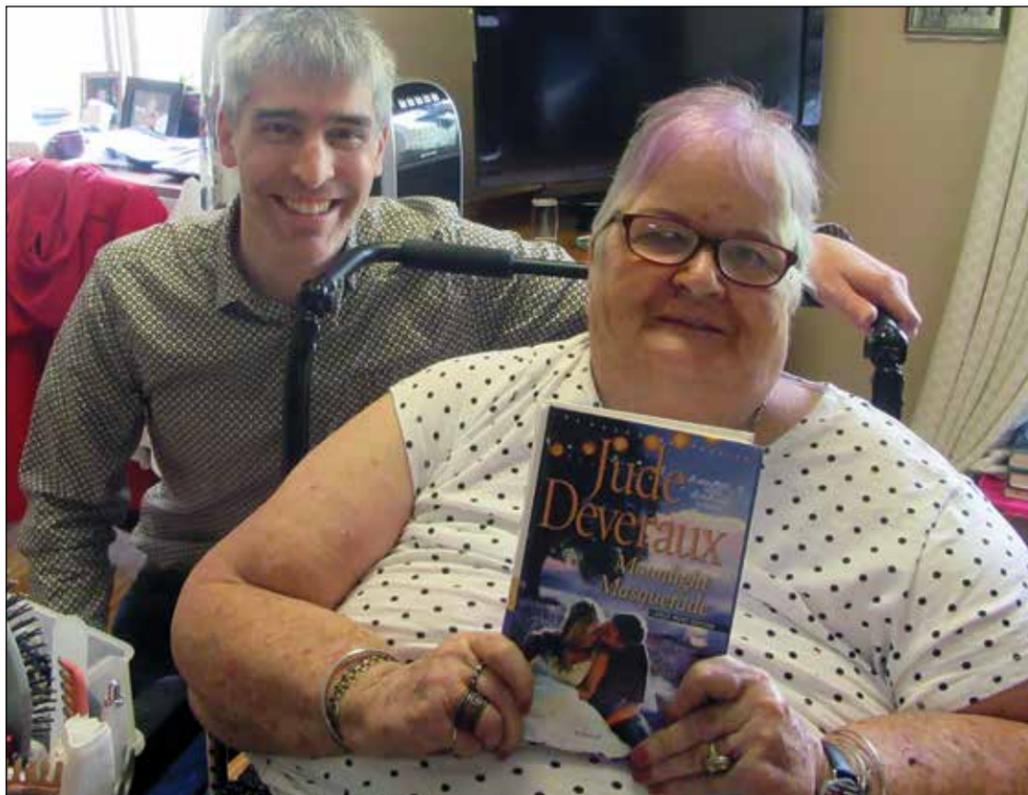
70 per cent of people living in Canadian long-term care homes have some form of dementia.

Naturally, OMNI Health Care, along with the long-term care sector at large, approves of this move, given the large-scale impact dementia has on our residents.

In fact, an estimated 70 per cent of people living in Canadian long-term care homes have some form of dementia.

Adding to this, seniors are the most vulnerable age group affected by dementia, and there are more Canadians today who are 65 and older than there are people 14 and younger.

The launch of Canada's dementia strategy comes at a crucial time. With a growing number of Canadians expected to develop dementia in the coming years, it will be challenging for the long-term care sector to accommodate everyone affected by the neurodegenerative disease.



Forest Hill resident Marilyn Orr holds a book she received through an outreach program run by the Beaverbrook branch of the Ottawa Public Library. Through the program, library employee Gregor Bertram (pictured left) visits the Kanata long-term care home every month with books residents request.

Forest Hill Finding Great Success Using Local Library's Outreach Program

Continued from page 1

Gregor will also bring in audiobooks if residents prefer listening to their stories.

"We have a lot of residents who take advantage of this," Craig tells The OMNIway. "We have some residents who will take one or two books, and we have

other residents who will take 15 to 18, and they will read all of those in a month, and when Gregor comes back in a month he will bring 15 or 18 more."

If residents haven't finished reading the titles they've borrowed by the time Gregor returns, he

will renew the books so they can keep them another month, Craig adds.

The LEC praises the library's service, adding Gregor "bends over backwards" to meet residents' reading needs.

"The service is really good," Craig says. —DH

Home Nurtures Residents' Gardening Roots

Almonte Country Haven gardens boast flowers, herbs, vegetables

Whether plucking a carrot from the garden or enjoying the colourful sight of flowers at their peak, the gardens at Almonte Country Haven offer plenty for residents and staff alike.

Naomi Redner, life enrichment co-ordinator (LEC) at the Lanark County long-term care home, says the several gardens on site make an impression. They also provide fresh herbs and vegetables for the nutritional care department to incorporate into meal preparation. The kitchen uses the herbs for their pasta sauces and chicken dishes. Residents also enjoy the fresh lettuce, spinach, herbs and radishes during picnics.

"The gardens are very pretty and well-utilized," Naomi tells The OMNIway. There are 12 raised flower

and vegetable beds combined, which were constructed for the home by the LEC's brother. "They're built high enough that residents can go by in a wheelchair and pick a carrot or an onion if they wanted to."

With vegetables and flowers planted together, it provides for an interesting sight. "You might see a flower growing up between the onions."

Residents enjoy the gardens when the weather is nice. The flowers provide a scenic backdrop for word games and short stories on the patio.

Some residents actively take part in the care of the plants.

"They don't typically do the physical stuff but they're out there when we're weeding and watering," Naomi says. They like that. They compliment the gardens all of the time." One woman is

comfortable sitting in her wheelchair on the patio and running a hose back and forth over the plants.

Given the number of gardens, the LEC incorporates maintenance work into the daily tasks of life enrichment staff on both shifts.

The gardens are important for residents' happiness because they provide familiarity. Most of the residents have gardened in the past and some hail from the country and farming community. "Even for the people in town, that generation had gardens," Naomi notes.

She receives consistent feedback from the residents that they are happy to be outside whenever possible. And when inside, "from each corridor they can see some garden somewhere. They're all over the property." —DH

West Lake Terrace Hosts Family, Friends Barbecue, Entertainment

Elvis impersonator among highlights of June 20 affair

By Natalie Hamilton

Elvis was in the house along with residents, staff, family members and friends during a recent event at West Lake Terrace.

The Prince Edward County long-term care home hosted its friends and family barbecue with live entertainment June 20 from 5-7 p.m.

“Matt’s a very entertaining performer and includes the residents. He really makes it quite an event.”

—Janie Denard, life enrichment co-ordinator, West Lake Terrace

Life enrichment co-ordinator (LEC) Janie Denard tells The OMNIway it was a well-received event by residents and staff alike.

“It was a fabulous time,” Janie says. “It was one of our better parties.”

She said about 125 people participated.

For residents, the live entertainment and the opportunity to celebrate good times with family and friends are two aspects that make the affair popular.

Residents also enjoy the chance to introduce fellow residents to their family members and other visitors.

Meanwhile, employees could be a bit “light-hearted”

as they’re not as driven by tasks during the event, which is a fun perk for residents as well.

There was plenty of planning and preparation behind the scenes to ensure the event’s success. “We would not be able to do this without our front-line staff,” Janie says.

The LEC booked the entertainment in January. Residents specifically requested Matt Cage, an Elvis Presley tribute artist.

“He’s a very accomplished Elvis impersonator,” Janie says, noting he has performed at the home on a few previous occasions. “Matt’s a very entertaining performer and includes the residents. He really makes it quite an event.”

She says residents love the interaction when the performer plants a kiss on their cheek or playfully approaches them with his red scarf.

The performance was anticipated to be a key highlight of the evening, along with the freshly-made salads, beans, burgers and strawberry shortcake prepared with local berries if they were ready for picking.

West Lake Terrace asked those who attended to bring a non-perishable item for the local food bank instead of paying the usual \$5 entry fee.

There was a 50-50 draw held during the event, which usually nets about \$200 for the home’s residents’ council.



Springdale Country Manor residents Jenny and Frank Coleman relax in front of a 1972 Dodge Challenger owned by their nephew, Gerry Little (far right), during the home’s annual car show on July 23.

Seniors Cruises Returns to Springdale Country Manor for Community Car Show

Hot-rod get-together also serves as a small family reunion

SPRINGVILLE, Ont. – It’s a warm summer day, and Gerry Little sits next to his 1972 Dodge Challenger, while his aunt and uncle, Frank and Jenny Coleman, sit comfortably in front of the fully restored, bright orange muscle car with a 340 V8 engine that’s so clean you could eat lunch off it.

Gerry had heard from a member of the Seniors Cruises, a local car club, about the annual car show coming to the Peterborough County long-term care home July 23. Since Frank and Jenny are his uncle and aunt, Gerry decided to come by with his car and make a small family get-together out of the occasion.

Springdale Country Manor

life enrichment co-ordinator Sonia Murney says Jenny was over the moon when she heard Gerry would be coming by with his car.

“When she found out she was going to have family here today she was so excited,” Sonia tells The OMNIway.

Three of Gerry’s cousins and his dad were also at the car show.

There were 14 other cars in the Springdale Country Manor parking lot that day, including a 1931 Model A, a 1965 Ford Mustang, a 1953 Chevy and a 1973 Plymouth Barracuda.

Residents had a chance to look at the cars, and members of the Seniors Cruises were happy to answer any questions they had. People

from the local community were also invited to stop by Springdale to have a look at the classic cars.

It was a warm summer day, and many of Springdale Country Manor’s 68 residents came outside to enjoy the show.

Fortunately, the home has a large, shaded area near the parking lot, so residents could enjoy the spectacle while relaxing on lawn chairs set up on the grass while enjoying hot dogs and fruit punch.

Members of the Seniors Cruises bring their classic cars to long-term care and retirement homes throughout the region from June to September every year. —DH

Report Supports Steps OMNI is Already Taking to Promote Resident Safety

Continued from page 1

exist throughout the system and how everybody who plays a role (in long-term care) can take steps to improve it,” McCarthy says.

McCarthy says the report is in line with the direction OMNI has been taking for many years to improve resident safety, particularly with respect to the diabetes protocol, which in part focuses on the management of insulin administration. Processes in the protocol

related to the management of diabetes are already aimed at improving resident safety and outcomes.

“The report really supports the things we are already implementing,” McCarthy says.

Since 2012, OMNI has been focusing on its quality initiative which strives to create the best possible experiences in its homes for residents through continuous improvement.

As a result, staff members

have been more conscientious of trends shown in quality indicators, which relate to every aspect of resident care and allow homes to measure outcomes.

McCarthy says OMNI is also pleased with the funding flexibility recommendations Gillese made in her report including recommendations that long-term care homes be allowed more latitude to spend funding to hire pharmacists or pharmacy technicians.

OMNI is also happy with the recommendation to limit the allowance of homes hiring nurses from temporary employment agencies. By law, there needs to be at least one RN on duty at all times in a long-term care home. If no RNs are available, homes must resort to using agencies rather than RPNs. This means nurses who may not be familiar with a home or its residents could be brought in.

McCarthy says OMNI is

hopeful the Ministry of Health and Long-Term Care considers the recommendations made in the report because of the favourable impact they pose to resident safety and security.

“We really do hope that they take seriously the recommendations around the role of the ministry working with long-term care homes and in funding the level of staff required to provide safe environments,” he says.

MEDICALMART
www.medimart.com

Funding for this OMNI publication has been provided in part by the following Local Health Integration Networks:
Central LHIN, South East LHIN, Champlain LHIN, South West LHIN, Central East LHIN

MEDICAL PHARMACIES
590 Granite Court, Pickering, ON, L1W 3X6
TF: 1-866-689-3169 • medicalpharmacies.com

Good things come from
Sysco