



OMNIway

Building Strong Community
Connections a Resounding Theme
Across OMNI in 2019. . . pg. 3

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Riverview Manor resident Joan Brownson holds her OLTCA Lifetime Achievement Award alongside the home's administrator Mary Anne Greco (left) and environmental services manager Crystal Post (right).

Riverview Manor Resident Joan Brownson Receives OLTCA's Lifetime Achievement Award

By Deron Hamel
PETERBOROUGH, Ont. – Riverview Manor resident Joan Brownson recalls her father's words of advice: "Always look up, never look down, and you'll be all right."

She says she has always felt a commitment to helping others and being involved in her community.

She says she has lived by these words her entire life and attributes this positive attitude to her happiness.

But staying positive wasn't always easy, especially in the early 1940s. Born in Coventry, England, Joan recalls the city being

bombed during the Second World War and people living in bunkers.

Wanting to make a difference to the war effort, Joan enlisted in the British Army and served until 1947. In fact, Joan served with Princess Elizabeth, who would become Queen Elizabeth II in 1952. She knew the future monarch well.

"We were pals; we called her Lizzy," she fondly recalls.

Joan, who moved to Canada in 1957, has dedicated much of her life to public service. She has served as a volunteer with the Special Olympics and has been involved with the Royal Canadian Legion.

Today, Joan serves her fellow Riverview Manor residents as a member of

the home's residents' council. She says she has always felt a commitment to helping others and being involved in her community.

"I like to poke my nose into everything," she chuckles.

Joan also raised five sons, one of whom, Tim, is also a Riverview Manor resident. Being a mother is perhaps Joan's greatest achievement, and she beams with pride as she speaks of her children.

"They're all doing well and are quite happy, and so am I," she says.

For her community contributions, Joan was presented with the Ontario Long Term Care Association's (OLTCA's) Lifetime Achievement Award. The

See 'Ceremony' page 4

Laurie Gibson Receives Elisabeth Hinton Memorial Award

Burnbrae Gardens registered nurse and director of care (DOC) Laurie Gibson has been named OMNI Health Care's 2019 Elisabeth Hinton Memorial Award recipient.

The award is named in honour of Elisabeth Hinton, a former director of care at

Garden Terrace. The award is presented 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.

Laurie, who has worked at
See 'DOC Lauded' page 2

Village Green Launches Meal Clubs to Enhance Dining Experience

Village Green recently launched a dining club and a brunch club to help enhance the quality of residents' mealtime experiences at the Greater Napanee long-term care home.

The idea was hatched late last year when nutritional care manager Miranda Ray approached then-life enrichment co-ordinator

Karen Coulter about collaborating on a monthly dining program that would allow some "harder-to-pull-off meals" to be created.

Karen liked the idea and told Miranda of the Diners Club program at another OMNI Health Care long-term care home,

See 'Diners Club' page 4

Visit From Therapy Horses Gives Frost Manor Residents a Halloween to Remember

It had already been a day of Halloween fun at Frost Manor on Oct. 31 when two miniature horses dressed in costumes walked through the doors of the Lindsay long-term care home to trick or treat.

The horses have special training and frequently visit long-term care homes and schools. They came from a farm in Little Britain called

Small Hooves, Big Hearts, and residents welcomed their surprise guests, says life enrichment co-ordinator Lyndsay Burton.

"The horses walked throughout the home and right into the resident rooms to say hello," Lyndsay tells The OMNIway. "We had nothing but positive reactions from residents."

See 'We Had' page 2



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Burnbrae Gardens director of care Laurie Gibson (centre) is pictured here holding her Elisabeth Hinton Memorial Award alongside OMNI director of western operations Aimee Merkle (left) and administrator April Faux (right) during an Oct. 25 ceremony at the Campbellford long-term care home.

DOC Lauded by Colleagues for Her Leadership Skills and Caring Nature

Continued from page 1
Burnbrae Gardens for 10 years, was presented with the accolade during an Oct. 25 presentation at the Campbellford long-term care home. In nominating Laurie for the award, Laurie's colleagues describe her as a "well-respected, dynamic leader in the nursing department" who exhibits the award's criteria every day.

Laurie leads by example... she can often be found working on the floor helping personal support workers provide direct care to residents, assisting other nurses and relieving staff...

"Laurie is a very respectful nurse; Laurie is very patient and caring to all residents, family and staff," Laurie's colleagues say in their nomination.

"The staff all find that Laurie is very approachable and is very kind-hearted. Laurie does not hesitate to help others in need or lend a hand when required."

Burnbrae team members say one of Laurie's key strengths is her ability to work with residents, their families or staff whenever someone has a concern.

They also note she works hard to resolve any issues to ensure resident, family and staff satisfaction.

Laurie is also "a very detailed-orientated nurse" who keeps the nursing department well organized. Because she is so organized, Laurie's co-workers say the team can always understand processes that are put in place.

As DOC, Laurie leads by example, and she can often be found working on the floor helping personal support workers provide direct care to residents, assisting other nurses and relieving staff so they are able to take their breaks.

"Laurie is also a great communicator and is always ensuring that all departments are aware of any and all changes," Laurie's colleagues say.

Finally, Burnbrae Gardens team members say the home has experienced many positive changes in staff morale since Laurie became DOC in 2018.

"Laurie is a wealth of knowledge (and she is) very eager and willing to share all that she learns," team members say. "It has been noted that Laurie has spent the time to listen and include staff in the decision-making process, and it has proven to be a great success and provided better staff motivation and productivity." — DH

Willows Estate LEA Applies a Creative Approach to Regular Activities

Team member Azaria Kanda strives to make various socials engaging

By Natalie Hamilton

With the pleasing sound of a resident tickling the ivories, other residents mingle during a wine-and-cheese social at Willows Estate.

"I figure if I'm bored, they are too. So why not always try to take it up a notch..."

— Azaria Kanda, life enrichment aide, Willows Estate

With red linen tablecloths, flowers and samples of cheeses and various wines, the recent social activity was well-received at the Aurora long-term care home.

Life enrichment aide (LEA) Azaria Kanda, who organized the social, is striving to bring more creativity and meaning to the activities he hosts at Willows Estate.

"We have two residents

who are phenomenal on the piano, and (one resident) was on the piano and he was playing live songs," Azaria says.

"It felt more connected and intimate. It added prestige to it."

When he spoke with The OMNIway recently, Azaria was preparing to host an afternoon tea for residents. With a fair number of residents who have British or Irish roots, he was hoping to take it up a notch by researching the origins of each tea served and sharing his findings with residents.

"I thought I would twist it a bit," Azaria says.

"We have a slew of British-born residents here and they're very big on their tea. I thought it would be (enjoyable) to have a tea social and a trivia."

He planned to ask two residents — one with British roots and the other of Irish

heritage — to share a presentation about the teas and where they hail from.

"It's such a rich part of the overall United Kingdom history. So there's a lot more to it than just the name brand and the origin."

Likewise, with the wine and the cheese, they both "come from all over the world. From now on, I'm going to do themed wine-and-cheese socials."

He'll base each social on a wine or a cheese from a specific country.

"I figure if I'm bored, they are too. So why not always try to take it up a notch and make it more exciting.

When you engage residents in reading or participating it makes them feel good. They get really excited," the LEA explains.

"It makes them feel they are learning something new and they look forward to coming (to the activity)."

'We Had Nothing But Positive Reactions from Residents'

Continued from page 1

As the therapy horses meandered through Frost Manor, word quickly spread to residents about their guests, and Lyndsay says they couldn't have been happier.

"The residents couldn't wait to give them a pat or hug," she says. "The staff had so much fun watching the residents' reaction to their surprise visitors."

Lyndsay adds that another benefit the mini horses delivered to residents was that they brought back fond memories for many. Several residents began chatting about how they had grown up on a farm with horses, she notes.

The visit went so well that plans are in the works to have a visit with the horses again, Lyndsay says.

The visit from the horses capped off an already fun-filled Halloween at Frost Manor. Residents got



Frost Manor resident Chris Todd spends some time with one of the miniature horses that paid a Halloween visit.

dressed up for a Halloween party and participated in a costume prize contest earlier in the day.

But it was the visit from the horses that will make this a Halloween to

remember, Lyndsay says.

"The residents and staff were commenting on the Halloween festivities, and the consensus was that this Halloween was the best year yet." — DH

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EDITORIAL

Building Strong Community Connections a Resounding Theme Across OMNI in 2019

If you've been regularly reading The OMNIway throughout 2019, you will have noticed there has been a strong focus on how OMNI Health Care's 18 long-term care homes have been engaging with their local communities.

The result has been increased resident engagement and more exposure for homes in their local communities.

This is because OMNI recognizes the important roles our homes play in the neighbourhoods, towns and villages where they are located. As such, homes have been increasingly mindful of building strong community connections for the past two years.

There are many ways OMNI long-term care homes have been working with their local communities this year. The result has been increased resident engagement and more exposure for homes in their local communities.

Springdale Country Manor has continued to build on its partnership with Thomas A. Stewart Secondary School in Peterborough through an initiative to beautify the home's gardens and outdoor areas.

For the five participating students from the school's horticultural program this past spring and summer, the

partnership was a chance to learn about plant husbandry while forming friendships with residents.

A new partnership Village Green has formed with a local branch of the Ontario Society for the Prevention of Cruelty to Animals is helping bring kittens to the Greater Napanee long-term care home once a month, and residents couldn't be happier.

The emotional benefits animals can bring to the senior population has been well-documented, and Village Green has been seeing these benefits first-hand. Since many residents have owned cats, the kittens are bringing back valuable fond memories for them.

The Maplewood team this past Halloween came up with a "spooky" idea to bring the citizens of Brighton, Ont. into their home. For the two weeks leading up to Oct. 31, Maplewood opened its garden to the public for a few hours on select evenings for people to check out the displays of ghosts and ghouls team members created for Halloween.

As a bonus, the event raised \$600 for Maplewood's residents' council.

We have only touched on a few examples of valuable community engagement this year. There were many more great ways homes interacted with their local communities in 2019, and we will be sure to see more great stories in the year ahead.



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Vintage cars and sweet treats were among the features of the fall festival at West Lake Terrace.

Inaugural Fall Fair at West Lake Terrace a Success

Prince Edward County home to make event annual affair

With cotton candy, a ring toss and an apple pie baking contest, West Lake Terrace residents enjoyed their inaugural fall festival.

As (LEC Janie Denard) booked different features for the fair, she updated residents on her progress and solicited feedback to ensure the event reflected their desires.

After deciding not to attend the community fair in Picton, residents chose to host their own instead Sept. 19 at the Prince Edward County long-term care home.

Forty-three residents and 15 family members attended along with staff.

"Everyone really enjoyed it and there were a number

of families who dropped in," says Jackie Maxwell, West Lake Terrace's administrator and director of care.

The idea for the fair arose from a residents' council meeting during which residents considered how to spend a donation from the family member of a former resident.

"It turned into a really good conversation and they began to take notes and I started getting things organized," life enrichment co-ordinator (LEC) Janie Denard tells The OMNIway.

As she booked different features for the fair, she updated residents on her progress and solicited feedback to ensure the event reflected their desires. "We talked about it again at council and confirmed things. Spreading the word about it really sparked some interest with residents and

families," Janie added.

"The fairs are nice but not everybody can attend so it's kind of nice they came up with this idea and hopefully every year we can continue to build on it."

With sweet treats, a crown-and-anchor game and vintage cars, there was something for everyone.

Janie also invited her daughter, who races go-karts, to attend. Twelve-year-old Holly is well-known by residents who often ask Janie how her daughter's racing is going. Holly brought her trophies and photographs and offered to sign autographs.

The donor who made the event possible, Bob Scrivens, was "a huge part of our West Lake Terrace family." He ran a spiritual support group and a Bible study while his wife, Mary, was a resident, the LEC notes. —NH

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Volunteers Celebrated for ‘Hands-on’ Approach at Streamway Villa

Cobourg LTC home treats 20 volunteers to a barbecue to thank them for their hard work

Streamway Villa has lots of “hands-on volunteers”; volunteers who work directly with residents or with their hands to spruce up the Cobourg long-term care home, so management wanted a volunteer appreciation party to reflect this.

On Sept. 29, Streamway Villa hosted its volunteer appreciation barbecue which attracted about 20 volunteers, one of the biggest turnouts ever, to the annual event, says life enrichment co-ordinator Christina Doughty.

Volunteers perform many duties at the home. From doing one-to-one programming to church services to pet therapy to calling bingo, volunteers help enrich residents’ lives and assist staff members, Christina says.

Volunteers played a large role in beautifying Streamway’s gardens earlier this year, which has left a lasting impression, she adds.

Given the “hands-on approach” volunteers have taken, Christina thought it would be appropriate to treat volunteers to special gifts of scented hand soap with cards attached that read, “You are hands down the best.”

Residents created a large

paper sign for the barbecue that read “Our volunteers are the BEST! Hands down.”

“We have a lot of hands-on volunteers, so I wanted something geared towards being hands-on,” Christina says.

The afternoon barbecue offered volunteers hamburgers, hot dogs, salads and punch. Musical entertainment from a fiddling duo capped off the two-hour event.

“Our volunteers were over the moon,” Christina says. “We have a lot of new volunteers and a lot of family volunteers as well, and they take a lot of pride in their work, so to be acknowledged the way that we acknowledged them made them very pleased.”

Most OMNI Health Care long-term care homes host their volunteer appreciation events in April during National Volunteer Week (April 7-13 this year). However, spring is already a busy time at Streamway Villa and Christina says the home likes to host its volunteer appreciation events just as soon as summer — the busiest time of the year for volunteers — is coming to a close. — DH



Pictured above, Village Green residents enjoy a Mexican-themed meal during the Greater Napanee long-term care home’s inaugural Diners Club program.

Diners Club and Brunch Club are Providing Residents with Unique Meals

Continued from page 1
Forest Hill, and suggested a similar model be used at Village Green.

Unfortunately, Karen fell ill shortly afterward, so Miranda decided to put the idea off for a while.

But on Aug. 14, with the help of the life enrichment department, Village Green held its first Diners Club for residents.

Residents chose a Mexican-themed taco party for the inaugural event. The nutritional care team prepared Mexican food — which included tacos and mock sangrias — for residents, and the life enrichment team decorated the dining room with a Mexican vibe.

“The residents absolutely

loved it,” Miranda tells The OMNIway.

This was followed by a personal pizza party where residents made their own pizzas during morning programming and baked them off for lunch.

“The Dining Club has been going great, and we are usually having around 15 or more residents attend,” Miranda says.

Village Green also started a monthly brunch club recently. The idea for this program came from a discussion Miranda had with residents who said they sometimes preferred to sleep in rather than get up early to eat breakfast.

About 18 residents attended the first brunch club, Miranda says, adding



the meal included toast with assorted jams and jellies, croissants, fresh fruit, cheddar cheese, bran muffins, lemon loaf, boiled eggs and other items.

“The residents really enjoyed this and are excited to attend again next month,” she says. — DH

Ceremony Honours Resident for Many Years of Community Service

Continued from page 1
organization explains the award on its website.

“The award is bestowed on an individual who has made remarkable accomplishments and outstanding contributions to society, their community and/or their long-term care home.”

The Peterborough

long-term care home hosted a ceremony on Sept. 25 to present Joan with her accolade as well as to present staff members with Riverview Manor’s Everyday Hero and Inspired Leadership awards. Long-time staff members were also honoured for their service to the home.



Musician Donates Piano to Maplewood *‘Music soothes the soul and brings a quiet sense of peace:’ resident*

A donation Maplewood and residents received recently is literally music to their ears.

Kuocheng (Hisen) Wu, a classically-trained pianist and volunteer, gave his studio piano to the Brighton long-term care home.

Maplewood’s previous piano, which it received in 1996, was beyond tuning and will now be re-located to the home’s garden as a decorative prop for plants.

Maplewood administrator and life enrichment co-ordinator (LEC) Rachel Corkery speaks with The OMNIway about the gift from Hisen.

“Hisen approached us first in June to see if we’d be open to him donating a piano to us,” Rachel says.

“Of course, we said yes.”

The musician was exploring purchasing a particular piano but a few months later decided to donate his studio piano. Hisen was at the home Oct. 1 during residents’ lunch hour to tune the piano and play music.

“It was absolutely phenomenal,” Rachel says.

Playing the piano is a passion for him and he previously donated a piano to another long-term care home in the area as well.

“You can hear it when he plays — the passion he has for music — it just comes out so beautifully.”

Residents’ council president Ena Clews penned a note in the home’s newsletter about the donation and how the

piano is “so magnificently played” by Hisen. As the previous director of a junior choir who has been involved in music all of her life, Ena says she has an appreciation for his talents and time.

“Music soothes the soul and brings in a quiet sense of peace,” the resident notes.

When he played over the lunch hour, every one of the home’s residents was able to enjoy his music. “It was gorgeous,” Rachel says.

“When he comes in, he attracts a lot of our residents.” However, some residents miss the opportunity to hear Hisen play because they are resting in the afternoon when he typically visits the home.

“It was a true gift the other day for us.” — NH