



OMNIway

Community Support Helping
OMNI Homes Through
Challenging Time. . . pg. 3

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Six-year-old Lennox Donnelly, grandson of Garden Terrace office manager Karen Paquette, with macramé key chains he made and sold to raise money to support the Almonte Country Haven team.

6-year-old Boy Raises \$300-plus to Support Almonte Country Haven Team During Outbreak

By Deron Hamel

Garden Terrace office manager Karen Paquette is a proud grandmother who just became a little prouder.

That's because her young grandson, Lennox Donnelly, decided he wanted to help a Garden Terrace sister home, Almonte Country Haven, when he learned about the challenges the Country Haven team has been facing during the global COVID-19 pandemic.

Almonte Country Haven has been dealing

with an outbreak of the virus since April.

It so happens that Lennox, 6, lives in the town of Almonte and has family members working at the home, so he came up with an idea to make macramé key chains, sell them and donate the proceeds to the Almonte Country Haven team.

Lennox quickly learned the art of macramé, his grandma says.

"His mom taught him to do one basic knot and off he

went," Karen tells The OMNIway.

Lennox initially made 12 decorative key chains. They all immediately sold, so he made more.

"Family and friends from as far as Toronto were buying them," Karen says.

Lennox's goal was to raise \$50 for the Almonte Country Haven team. He ended up raising more than \$300 for the home.

"(I am) so very proud of this little guy with such a big heart," Karen says.

Pet-therapy Sessions 'Shine' On Outside Riverview Manor

PETERBOROUGH, Ont.

– On a sunny spring morning, Shine, a happy, playful greyhound, stands next to his owner, Heidi Croal, and peeks through the window of a resident's room at Riverview Manor.

A big smile spreads across the resident's face as she

waves at Heidi, Shine and Heidi's daughter, Alivia, who has joined them outside the Peterborough long-term care home.

On April 27, Heidi, Alivia and Shine circled Riverview Manor, visiting every

window to wave at residents

See 'It Is Really' page 2

Woodland Team's Creativity Leads to Safe Way for Families to Visit Residents

With warmer, sunnier weather on the horizon, the Woodland Villa team came up with an idea to help residents enjoy outdoor visits with family members while adhering to important physical distancing protocols that are in place to keep everyone safe during the ongoing global COVID-19 pandemic.

Working together, administrator Janna Sabourin, life enrichment co-ordinator Lisa Doran and maintenance manager Tim Partridge designed and built a wood, Plexiglas and plastic wrap barrier at the front of the Long Sault, Ont. long-term care home's patio for residents to safely sit behind

See 'Safety Barrier' page 4

Springdale Centenarian Gets a Family Window Visit to Celebrate Her 100th Birthday

Although Lillian de Bassecourt wasn't able to have a traditional birthday celebration with her family to mark her 100th birthday, the Springdale Country Manor resident did have a window visit with her loved ones at the Peterborough County long-term care home on May 21.

Lillian's daughter, Carolyn Conrad; her grandson,

Mitch, and his wife, Trina; and Mitch and Trina's three granddaughters visited Lillian from outside her window at Springdale to wish the resident a happy 100th.

Springdale Country Manor, along with OMNI Health Care's other 17 long-term care homes, is closed to everyone but

See 'Centenarian' page 3



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





Burnbrae Gardens resident Reg Hobbs is pictured here during a window visit from his son and daughter-in-law.

Surprise ‘Window Visit’ a Touching Moment for Burnbrae Resident, His Family and Staff

‘Reg was pretty happy’

“We will talk to you soon. Please remember that we love you and you’re always in our thoughts.”

That was a message on a hand-made sign Fred Hobbs and his wife held for Reg Hobbs, Fred’s dad, to see from outside the window in his room at Burnbrae Gardens on April 17.

“This is just one of the ways to brighten our days.”

— April Faux, administrator, Burnbrae Gardens

Team members at the Campbellford long-term care home helped Fred and his wife organize their “window visit” with Reg. The couple also talked with Reg through the closed window. Since Reg has difficulty hearing, staff

members helped convey the messages to him.

Burnbrae Gardens, along with OMNI Health Care’s other 17 long-term care homes, is closed to everyone but essential visitors to protect residents and team members during the ongoing global COVID-19 pandemic.

This means residents and their families are missing their regular visits, which are an important part of life in long-term care homes.

Burnbrae Gardens administrator April Faux says Reg’s window visit — which was a surprise for him — was a “very touching moment for all.”

“This is just one of the ways to brighten our days,” she tells The OMNIway. “Reg was pretty happy, and staff were pretty emotional. ...

“There were lots of smiles, inside and outside.” — DH

Hallway Music Keeps Garden Terrace Residents Movin’ and Groovin’

‘Music really makes a difference in keeping our spirits up’

Garden Terrace team members are proving they can still provide a fun atmosphere to keep residents’ spirits high while maintaining important physical distancing protocols in the midst of the global COVID-19 pandemic.

Staff at the Kanata, Ont. long-term care home have been breaking out the music and encouraging residents to dance along to the beat in what interim life enrichment co-ordinator Kelly Peterson describes as a “terrific time” for all.

Garden Terrace, along with OMNI Health Care’s other 17 long-term care homes, is closed to everyone but essential visitors to

protect residents and team members during the ongoing global COVID-19 pandemic.

Visitation is an important part of life in long-term care homes, and residents and family members are naturally missing each other.

Regular programming is also on hold while safety measures are in place, so small things like playing music in the hallways can make a major difference for both residents and staff members, Kelly says.

“Music really makes a difference in keeping our spirits up,” she tells The OMNIway.

One resident, Jack Dean, particularly enjoyed a recent



Garden Terrace resident Jack Dean having a laugh during a hallway dance.

hallway dance, so a staff member snapped a photo of him in action.

“What better way to know we are making a positive impact than Jack’s big grin,” Kelly says. — DH

‘It Is Really Great to See the Smiles On the Residents’ Faces’

Continued from page 1 and hold hand-printed signs of support for them to see.

Coming to residents’ windows for scheduled visits is one small way Heidi, a volunteer with East Central Therapy Dogs, and Shine, her certified therapy dog, can continue to make a difference to residents during the ongoing global COVID-19 pandemic.

Riverview Manor, along with OMNI Health Care’s other 17 long-term care homes, is closed to everyone but essential visitors to protect residents and team members during the pandemic.

As a result, volunteer-led programming, including pet-therapy sessions, are on hold until restrictions are lifted.

Heidi and Shine started volunteering at Riverview Manor in November.

Shine, who was adopted from a racetrack in Wheeling, West Virginia, has become a fan-favourite with Riverview Manor residents, who have been missing their pet-therapy sessions, Heidi says.

“The residents really miss

this,” Heidi says of the pet-therapy programming. “(But) it is really great to see the smiles on the residents’ faces.”

Tall, lean and sinewy with a gentle disposition, Shine is

residents hugs and smiles,” she says. “They love it.”

Although residents cannot interact with Heidi and Shine inside the home while restrictions are in place, the positive reactions



Heidi Croal, her daughter, Alivia, and greyhound, Shine, are pictured here outside Riverview Manor on April 27.

a “perfect” dog for visiting long-term-care home residents, Heidi says.

“The residents don’t have to bend down to pet him; they can stay in their wheelchairs and he is right there for them to give

they received from residents through the windows was a testament to the value the pair brings to the home.

“They say if you can smile once a day, it changes your whole perspective for the day,” Heidi says. — DH

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ACHIEVA HEALTH

EDITORIAL



Springdale Country Manor resident Lillian de Bassecourt waves while her family members wave from outside. Lillian's family paid her a visit on May 21 to wish her a happy 100th birthday.

Centenarian Receives Plaque from the Queen and Governor General

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essential visitors to protect residents and team members during the ongoing global COVID-19 pandemic.

Lillian was also able to have a WhatsApp video call with her other daughter, Johanne de Bassecourt Smith, and granddaughter, Christina Smith, who represented Canada on the national bobsleigh team during the 2002 Winter

Olympics. Johanne and Christina live in Calgary.

Like her granddaughter, Lillian was also involved with winter sports, having worked as a ski instructor for a time.

Along with the window visit and video call with her loved ones, Lillian received a plaque from Queen Elizabeth II and Canada's Governor General, Julie Payette.

Lillian has family

members all over the world, and she received cards and gifts from locations including Australia; New York; Pointe-Claire, Que.; Calgary and across Ontario.

Knowing she'd get a witty response, Springdale Country Manor life enrichment co-ordinator Sonia Murney asked Lillian how old she was.

"It's time to retire," the resident chuckled. — DH



Members of the East Peterborough Lions Club and Springdale Country Manor staff are pictured here outside the Peterborough County long-term care home on June 1. The Lions Club organized a parade to show support for residents and staff that day.

Local Lions Club Puts On Parade for Springdale Residents and Staff

Springdale Country Manor residents and staff were recently treated to a 10-car parade, courtesy of members of the East Peterborough Lions Club who drove by honking their horns, ringing bells, blowing whistles and cheering.

The June 1 parade to show support for everyone at the Peterborough County long-term care home was organized by members of the Lions Club and their families.

Springdale Country

Manor, along with OMNI Health Care's other 17 long-term care homes, is closed to everyone but essential visitors to protect residents and team members during the ongoing global COVID-19 pandemic.

The Lions Club members and their families also dropped off 192 individual ice cream cups with all the trimmings — including chocolate sauce, strawberry sauce, caramel sauce, sprinkles and whipped cream — for staff to make sundaes.

Afterwards, Springdale staff members came outside to thank everyone for their support and kindness.

"The staff do appreciate all the kindness and love they have received from organizations and families," says Springdale Country Manor life enrichment co-ordinator Sonia Murney.

Sonia adds that over the Mother's Day weekend, family members dropped off lots of treats for the team, including coffee, cookies and chocolates. — DH

Community Support Helping OMNI Homes Through Challenging Time

While the ongoing global COVID-19 pandemic has presented challenges for the long-term care sector, the crisis has also brought out kindness, compassion and unwavering support for OMNI Health Care long-term care homes from neighbours and businesses.

We are thankful for their support.

No one has been immune to the effects of the pandemic, but communities have understood that people living and working in long-term care homes are particularly vulnerable to its impact.

Restaurants have been delivering complimentary meals to our staff members. Local businesses have had meals delivered to OMNI homes to help keep morale high.

Citizens have shown their support for our homes by posting signs thanking staff members for the extra hard work they're doing to keep residents safe. Some have even organized parades of cars that drive by our homes to show solidarity and acknowledge staff.

Almonte Country Haven, which has been dealing with a COVID-19 outbreak, received a donation of more than \$300 from six-year-old Lennox Donnelly, the grandson of Garden Terrace office manager Karen Paquette, who raised the money by selling homemade macramé key chains.

No matter what people and businesses are doing to show their support, it's making a difference, and, as an organization, OMNI Health Care is grateful.

No kind gesture has been too small because every act of kindness and support contributes to the larger message that we are all in this together.

No kind gesture has been too small because every act of kindness and support contributes to the larger message that we are all in this together.

The degree to which COVID-19 has affected the greater health-care sector is unlike any challenge we have faced in recent memory. The effort put forth by staff members to prevent infection and manage cases that have occurred in our long-term care homes has been unmatched.

And the response from the communities that surround OMNI's 18 long-term care homes has also been unmatched.

OMNI long-term care homes have worked to be pillars in the communities they serve. Likewise, since the pandemic was declared in March, people and businesses from local communities have been pillars of support for our long-term care homes.



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OMNI Health Care
2020 Fisher Drive, Suite 1
Peterborough ON K9J 6X6
Tel: 705-748-6631, Fax: 705-742-9197

News Team
Editor: Deron Hamel
Writers: Deron Hamel & Natalie Hamilton
Production Art: Yvonne Hollandy

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Rosebridge Residents Enjoy Increased One-to-one Time

Life enrichment staff offers individualized activities, FaceTime

By Natalie Hamilton

Whether they're listening to a short story, playing a card game or having a FaceTime visit with a loved one, Rosebridge Manor residents are enjoying an increase in individualized activities these days.

With the world battling the COVID-19 pandemic, Rosebridge Manor isn't offering group activities or outside visitors.

However, the life enrichment department is working hard to keep residents engaged and their spirits up by providing more one-on-one time, life enrichment co-ordinator (LEC) Kathy Barr tells The OMNIway.

"We're all just trying to keep everyone healthy and to keep COVID-19 out of our home," Kathy says.

"We're trying to gear our activities to safety. We're trying to keep everyone's spirits up."

Ninety per cent of the activities Rosebridge Manor is offering now are one-to-one in nature. Each of the home's 78 residents is assigned one-to-one time with a member of the life enrichment department.

Those team members are also scheduling bookings for FaceTime, which allows residents to visit with family members through a phone or tablet. "We have quite a few families responding to that," Kathy says.

"So, part of their one-to-one time is a FaceTime visit with their family."

Rosebridge Manor is ultimately focusing on keeping residents connected with their families and ensuring those who want to know the world news stay informed.

"They're watching their TVs and they know a lot about what's happening," she says of residents who are cognitively well enough to retain the information about the pandemic.

Overall, the increased one-to-one time is enjoyable for residents, Kathy says. They like the fact there are scheduled visits specifically for them. The home is offering some spontaneous pop-in visits as well.

The resident and life enrichment aide will chat, sometimes play card games, read short stories, play music, do trivia or look at items of interest on the iPad together.

Kathy says some residents also enjoy outdoor walks so that will happen more as warmer weather arrives.

One resident in particular enjoys daily walks, rain or shine. "Fortunately, we're out in the country so I can easily keep her safe and isolated from other people."

The LEC anticipates another boost to spirits when residents are able to putter with gardening in the raised planters outdoors.



Forest Hill interim director of care Nicole Fulford (left) and interim assistant director of care Rachel Gadher serve lasagna during one of the events the home hosted in honour of National Nursing Week.

Forest Hill Celebrates All Staff for Their Dedication During National Nursing Week

Honouring team members was especially important this year, given the challenges the LTC sector is facing with the global pandemic

Celebrating the people working in OMNI Health Care's 18 long-term care homes during National Nursing Week is a long-standing part of the organization's culture, but honouring team members for their hard work and dedication to residents had even more meaning this year, given the challenges brought on by the ongoing global COVID-19 pandemic, says Forest Hill life enrichment co-ordinator (LEC) Craig Forrest.

National Nursing Week 2020 was May 11-17. The week, which is promoted by the Canadian Nurses Association, is set aside annually to acknowledge

nurses for their work.

OMNI long-term care homes honour the week every year to acknowledge team members working in all departments.

During Nursing Week at Forest Hill, the management team hosted a daily activity to thank staff members for their commitment during this challenging time.

On the Monday, there was a cart that did the rounds at the Kanata, Ont. long-term care home delivering hot chocolate to staff members from all departments.

On the Tuesday, bags of chocolates and other sweets were distributed around the home.

The Wednesday featured

a staff barbecue.

A local company, FCi, donated several trays of lasagna on the Thursday from Fratelli, a local Italian restaurant, for staff members working on all shifts.

On the Friday, the management team provided Tim Hortons coffee and doughnuts for all staff members.

There were also prize draws for gift cards throughout National Nursing Week for Forest Hill staff members.

"It's important to celebrate (National Nursing Week) every year, but this year it is especially important to let staff know that they're appreciated," Craig says. — DH

Safety Barrier Allows Outdoor Visits While Maintaining Protocols



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so they can visit with family members on the other side of the barrier.

"We were really lucky with the patio area that we have — it was really easy to set up," Janna tells The OMNIway. "We already had most of the supplies here."

The barrier has a wooden frame with sections of Plexiglas for windows, some of which are covered with see-through plastic wrap

that Janna and Lisa have decorated with artwork.

Woodland Villa, along with OMNI Health Care's other 17 long-term care homes, is closed to everyone but essential visitors to protect residents and team members during the pandemic.

This means residents and their families have been missing their regular visits, which are an important part of life in long-term care homes.

While residents and their loved ones cannot have physical contact, Woodland Villa's new addition to the patio is the next best thing.

With 111 people calling Woodland Villa home, staff members are taking reservations to ensure everyone wanting a visit on the patio can get a chance. Janna says the team is able to arrange 14 visits per day, and all visits are supervised by staff to ensure safety. — DH