



OMNIway

Recommendations for LTC Homes Outlined in Reports Reflect Positions OMNI and Sector Have Long Held . . . pg. 3

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We All Scream for Ice Cream!

Chocolate ice cream, that is! Streamway Villa residents celebrated Chocolate Ice Cream Day on June 7 with cones and bowls of chocolate ice cream. Chocolate Ice Cream Day celebrates the world's second most popular ice-cream flavour, after vanilla.

Couple Reunited at Burnbrae Gardens After 14 Months

By Deron Hamel

Burnbrae Gardens resident Frank Trombley and his wife, Jean, had not seen each other face to face since the COVID-19 pandemic began 14 months ago.

But with outdoor visits permitted once again in Ontario long-term care homes, Lauren Farnham, a life enrichment aide at the Campbellford, Ont. long-term care home, organized a reunion for the couple on May 24, just in time for Jean's 89th birthday the next day.

Lauren received lots of help from the people of Brighton, Ont., where she lives, to

make the reunion extra special for the Trombleys.

With COVID-19 restrictions in place at the time, non-essential items, which included party decorations, were not available for purchase in stores. Lauren turned to the Facebook community in Brighton to ask for help.

The responses poured in.

One offer of help came from Michelle Hopkins, who runs a health-food store in Brighton called Gran's Cans and Baked Goods. She donated a gift basket that included jams, jellies and cookies. Other people

donated party decorations and even a helium tank to inflate balloons.

Lauren picked up birthday flowers for Frank to give to Jean when she arrived. While they had to observe social-distancing protocols, Frank and Jean sat at a table in the shade on the home's patio for some time to catch up.

Frank, 93, says he's lost for words when asked how it felt seeing his wife of 42 years for the first time in 14 months.

"I'll tell you right now, I'll never forget this for the rest of my life, and I don't

See 'Frank and Jean' page 3

Country Haven-CDSBEO Partnership Provides Incentives to Attract and Retain PSWs

Given our growing aging population and need for more front-line workers in the long-term care sector, an education/job-placement partnership like the one Almonte Country Haven has with the Catholic District School Board of Eastern Ontario (CDSBEO)

is important to helping the long-term care sector attract and retain personal support workers (PSWs), says Anita Plunkett.

Plunkett, an instructor and clinical supervisor with the CDSBEO's PSW training program, says a major benefit

See 'Students in' page 4

Village Green Placement Steers Student Towards LTC Career

Griffin Newton was no stranger to Village Green when he started a two-month co-op placement at the Greater Napanee long-term care home earlier this year.

His mother, Tammy Newton, is Village Green's clinical care co-ordinator, and Griffin has been familiar with the home

from an early age.

So when it came time for Griffin, a Grade 13 student at Napanee District Secondary School, to do his co-op placement, his mother suggested he consider Village Green, where Griffin also works as a front-door screener.

See 'I Did' page 2

Resident Engagement and Using Fresh Ingredients are Top of Mind for Willows Estate's New NCM

There are two things Jeffrey Peters has kept top of mind since becoming Willows Estate's nutritional care manager (NCM) in April: engaging residents to ensure meals are of the highest quality and using fresh ingredients to create from-scratch meals that taste great.

Mealtimes are often the

most important part of a resident's day; this is something Jeffrey knows well from his six years of working in long-term care and retirement homes.

And this is why since becoming the Aurora, Ont. long-term care home's NCM Jeffrey has made a

See 'I Always' page 2



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Student Griffin Newton is pictured here with Village Green resident Emily Lucas during Safari Day on April 6. Griffin did a two-month placement at the Greater Napanee long-term care home and says the experience has made him interested in pursuing a career in long-term care.

‘I Did a Two-month Placement There and Fell in Love With It’

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Tammy saw in Griffin a key strength that’s valuable in long-term care work: his ability to connect with people.

“She came up with the idea of my going back and making a connection (at Village Green) because she said I was always good at interacting with other people and helping others, so why not try that out,” Griffin tells The OMNIway.

“I did a two-month placement there and fell in love with it.”

During his placement, Griffin spent much of his time working with the life enrichment department helping out with activities.

He enjoyed the experience so much he plans to make a career out of it.

Griffin, who will complete his high-school studies this year, has applied to the recreation and leisure program at Loyalist College

for the September intake.

Graduates of this program often go on to work in life enrichment departments at long-term care and retirement homes.

One idea he came up with during his placement was to draw a cartoon animal on the whiteboard every morning as well as to write a pun.

“He did this every day because the residents liked the first one so much,” says Ulana Orrick, Village Green’s life enrichment co-ordinator, who adds Griffin is well suited for this line of work.

Griffin says doing his placement at Village Green wasn’t so much “work” as it was learning about the home’s residents.

“It wasn’t a job for me, it was getting a chance to hang around with a group of interesting people I had not met before,” he says. — DH

Residents Honour Burnbrae Staff During Nursing Week

Kind, supportive messages from residents fill an entire wall at the home

In recognition of National Nursing Week, a wall at Burnbrae Gardens was covered with kind notes and thoughtful messages from residents in support of everyone working at the Campbellford long-term care home.

The notes, which were written on colourful rectangular paper designed to resemble prescription pads and laminated, shared residents’ feelings about the people who provide their care every day.

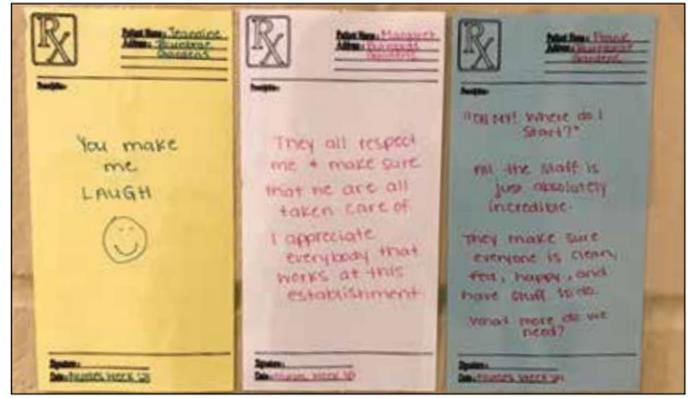
The kind messages fill an entire wall in the hallway leading to the dining room, a corridor that sees lots of traffic every day.

“Oh my, where do I start? All the staff is just absolutely incredible,” says one note.

“They (staff) make me feel safe and take care of everyone here. They all do amazing at their jobs,” says another.

“Everybody makes me feel so loved,” says another note.

National Nursing Week was May 10 to 16. Burnbrae Gardens celebrates Nursing Week every year by honouring all staff members working in



In recognition of National Nursing Week, which was May 10-16, Burnbrae Gardens residents wrote kind notes on paper resembling prescription pads to express their gratitude to everyone working at the Campbellford long-term care home.

every department.

April Faux, Burnbrae Gardens’ administrator and life enrichment co-ordinator, says Nursing Week is especially meaningful this year, given the hard work team members have put forth during the past 14 months to keep residents and each other safe during the COVID-19 pandemic.

“Normally we just hand out a few treats (during Nursing Week), but we really want the staff to know that they are appreciated by the residents that they take care of,” April tells The OMNIway.

“We intend to leave the

messages up longer than a week because a lot of work went into this; we will probably leave it up for a few weeks, just to make sure everyone has a chance to read the comments.”

April says staff members received snacks on each shift and there was a raffle for various prizes during Nursing Week.

Held the week of nursing pioneer Florence Nightingale’s birthday on May 12 every year since 1965, National Nursing Week aims to celebrate and acknowledge the contributions nurses make to our health-care system. — DH

‘I Always Take Time to Hear Residents’ Needs,’ says Jeffrey Peters

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point of spending as much time as he can speaking with residents.

He says he wants to be involved with every aspect of residents’ dining experience to ensure it’s of the highest standard.

“I make sure that my presence is always present — even when I have (other work to do), I go in (the dining room) and ask if there’s anything the residents need; I find out their likes, their dislikes,” he tells The OMNIway.

To ensure quality meals are always being served, Jeffrey says compliments and criticism are equally important.

If a resident does not

enjoy a stew, for example, Jeffrey will ask them what it was they didn’t like about the stew. Perhaps it needed more meat or more vegetables. Whatever input the resident can offer will be considered when preparing the stew next time.

“I get those ideas and I put them together and then I create a better and more effective meal for the residents,” he says.

As important as it is to engage residents to keep the standard of meals high, it’s also important to use fresh, quality ingredients, Jeffrey says.

Shortly after becoming NCM, Jeffrey began focusing on creating more from-scratch menu options

made with fresh ingredients.

For example, residents enjoy melon, so Jeffrey has been ordering fresh melon. Other items are now being made from scratch, including soups, potato salad and five-bean salad.

When residents’ choice meals are coming up, Jeffrey engages residents to discover what they want — and from fresh fish to lamb to burgers, he and his team will create those meals.

“I always take time to hear residents’ needs,” he says.

This approach has worked well, Jeffrey says.

“So far, everybody has been happy. The No. 1 thing is the residents want to be heard. I respect that, and that’s what I give them.” — DH

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EDITORIAL

Recommendations for LTC Homes Outlined in Reports Reflect Positions OMNI and Sector Have Long Held

For many years, OMNI Health Care and the Ontario long-term care sector at large have been asking the province to improve funding aimed at resources to better safeguard long-term-care home residents against outbreaks and improving their quality of life as a whole.

Recent reports from the Auditor General of Ontario and the Ontario Long-Term Care COVID-19 Commission evaluating the government's pandemic readiness and response are now saying the same thing.

We are hopeful that these reports, and the public spotlight upon long-term care challenges, will lead to systemic change for the benefit of residents, staff and families.

The COVID-19 pandemic was declared by the World Health Organization in March 2020. Throughout the course of the year, 76 per cent of Ontario's long-term care homes reported COVID-19 infection in residents and staff members.

Since the pandemic began, Ontario long-term care homes have been working tirelessly to keep the virus at bay and to control outbreaks when they occur.

Despite their efforts, more than 3,900 residents have died after contracting the virus.

Any viral outbreak in a congregated living environment is worrisome, but because long-term care residences are home to many

people who are at an advanced age and have existing health conditions, outbreaks are especially dangerous.

The Ontario Long-Term Care COVID-19 Commission recognized this in its 322-page report and is calling on the province to take action to better ensure the safety of the province's long-term-care home residents.

One recommendation the report and the long-term care sector have underscored is the need for the redevelopment of older homes.

Long-term care providers — including OMNI — have long advocated for improved funding to upgrade and rebuild homes to eliminate three- and four-bed wards, a move which would reduce the risk of viral infection.

While governments have worked to rectify this, escalating land and construction costs have hindered progress. The pandemic has raised additional barriers, including the lack of availability of liability insurance coverage for new homes. Bold action on all fronts is required to break this log jam.

The reports also recommend the province focus on increasing staffing levels of front-line workers, something OMNI and the long-term care sector have also been saying for many years.

But in order to attract staff to the sector, the province must be prepared to increase funding to match increased qualification requirements with improved salaries, and to improve staffing levels to meet growing care needs of an aging population.

Infection prevention and control (IPAC) is another area of concern raised in the reports. The long-term care sector has asked the province for funding to support dedicated IPAC staff for every home in the province to ensure practices meet established standards.

The sector is also recommending the province allocate more funding to provide greater IPAC resources within Ontario Health and public health units and to ensure quality and consistency of oversight and practice, avoiding the confusion of conflicting directions experienced by homes through the pandemic.

OMNI had a stored pandemic supply of personal protective equipment (PPE) available from the beginning of the pandemic, and our 18 homes at all times have had access to PPE. However, maintaining supplies was a continuing challenge throughout, and it's essential government focus on ensuring sufficient supply lines and stocks domestically for this and future outbreaks.

There are numerous other recommendations contained in these reports, and action has already taken place on some fronts.

Significant challenges remain to be addressed, but we are hopeful that these reports, and the public spotlight upon long-term care challenges, will lead to systemic change for the benefit of residents, staff and families.

We know the government is taking these reports seriously and look forward to working together to build a better long-term care system.



Forest Hill resident Marilyn Orr poses with the first letter she received through the home's pen-pal program.

Pen-pal Program Connecting Local Families with Forest Hill Residents

'The letters to residents have been fantastic'

Sending e-mails may be the preferred way to correspond in the 21st century, but a group of Forest Hill residents and a family member and her acquaintances have been bringing back some old-time letter-writing as part of a pen-pal program.

It all started earlier this year when the daughter of a resident approached Craig Forrest, the Kanata, Ont. long-term care home's life enrichment co-ordinator, to let him know she had other family members and friends who were interested in corresponding with residents.

Craig liked the idea and soon residents were receiving letters. About seven residents decided they wanted to write back to the people who had sent them letters, and the pen-pal program was born.

At the time of this

writing, there have been three rounds of residents receiving letters and residents sending replies.

The families will write about themselves and their children. They will also send pictures of their families, "and that has meant a lot to our residents," Craig says.

Residents will write about their history, their own families, their hobbies and what they enjoyed doing as children, he adds.

With large-group programs on hold due to restrictions in place to keep everyone safe during the ongoing COVID-19 pandemic, the pen-pal program has been a safe way to bring a meaningful activity to residents, Craig says.

"The letters to residents have been fantastic," Craig says. "It has been going really, really well." — DH

Frank and Jean Trombley Shared an Outdoor Visit, Just in Time for Jean's Birthday

Continued from page 1

think my wife will ever forget it either," Frank tells The OMNIway.

"How do you explain how you feel after having not seen your wife for months? It was just tremendous."

Lauren says it was touching to be there for the couple's reunion.

"Jean cried; she was so excited, but they were both speechless," she says. "They enjoyed their time

together. They had a fantastic visit. Frank still can't stop talking about it."



Burnbrae Gardens resident Frank Trombley and wife, Jean, sit outside the Campbellford long-term care home May 24.



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Beef Tenderloin Highlights Latest Country Terrace Diners Club

Residents invited to the latest Country Terrace Diners Club meal were served a tasty beef tenderloin that was enjoyed by all.

Prior to the May 7 Diners Club meal, residents invited to the sitting were given the choice between beef tenderloin and seafood. They opted for the tenderloin, which nutritional care manager Alex Achillini prepared along with mashed potatoes and a vegetable dish consisting of potatoes, peppers and zucchini.



Alex also prepared ham-and-cheese empanadas with a dipping sauce for a starter and strawberry shortcake for dessert.

As always, everything was made from scratch.

Because the other nutritional care team

members are busy preparing the regular meals for residents, Alex usually prepares the Diners Club meals on his own to dedicate more time to the food.

When the Diners Club meals are ready, staff members help Alex plate the food and serve residents.

The Diners Club is being hosted for small groups of residents in a rotation. Alex creates a menu featuring foods residents enjoy. Residents are served the meals in a way one would expect from a top-notch restaurant.

Due to restrictions in place to keep everyone safe during the COVID-19 pandemic, there is currently no large-group programming. To ensure all residents can enjoy a Diners Club meal, the program is offered in one area of the home every two weeks, with no more than six residents participating at a time.

Alex says he enjoys preparing the meals residents are served during the Diners Club program as much as residents enjoy eating the special food.

“We can develop a little more creativity on the (Diners Club menu) and on the dishes,” he tells The OMNIway.

“We also put a lot of emphasis on garnishing and sauces — even for the desserts; for (the latest Diners Club meal) I made flowers with buttercream to go with the dessert.” — DH



Pictured above, Riverview Manor was decked out with a large sign for Mother's Day (top). The life enrichment team photographed the Riverview ladies for Mother's Day to make two large collages, one for each side of the home (bottom).

Riverview Manor's Ladies Have a 'Picture-perfect' Mother's Day

Residents have photos taken and sent to loved ones for Mother's Day

The ladies living at Riverview Manor had a “picture-perfect” Mother's Day this year.

In the weeks leading up to Mother's Day on May 9, Riverview Manor life enrichment aides (LEAs) were busy taking photos of every lady living at the Peterborough long-term care home.

LEA Adam Wicklum was the photographer and worked with LEAs Brigitte Byette, Rosemary Roseborough and Taylor Ioannou, who organized a beauty parlour for the ladies so they could have their hair done for their photos.

Residents had their photos taken in front of a backdrop of a spring blooming tree mural. The tree changes colour with the seasons, and different props, such as birds, butterflies, frogs and

turtles, were added.

There was a vase of large artificial flowers next to residents in their photos, and residents held a large bouquet of similar flowers.

The photos were printed in colour on life enrichment co-ordinator Sherry Baldwin's printer. Using residents' photos, Adam made two Mother's Day collages, one for each side of the home.

The collages were taped up in the dining rooms for two weeks for all the residents and staff to enjoy. When they came down, each resident received their colour printed photo.

The power of attorney of residents who had their photos taken received an e-mail with an attached photo of their loved one just before Mother's Day.

When Mother's Day arrived, all the ladies

received a Mother's Day card and a corsage. A large “Happy Mother's Day” lawn sign was put up at the front of the home. Residents and staff could see the sign from both dining rooms.

LEAs Tina Hutchinson and Marilyn Price organized a special tea and trivia on both sides of the home with fancy tea cups on Mother's Day. They ate cupcakes and cookies that were made during another program that weekend.

Adam says the photos received lots of positive feedback from residents' families.

“Sherry read some e-mails to the life enrichment team from different families thanking us for making a beautiful photo of their mother and e-mailing it to them (so they can cherish it),” he says. — DH

Students in CDSBEO PSW Program Have Tuition Covered, Receive Paid Training and Are Offered Post-graduation Jobs at Almonte Country Haven

Continued from page 1 the partnership has is that students are able to earn money when they do their job placement at Almonte Country Haven and are promised a job at the Lanark County long-term care home after completing their training.

The CDSBEO offers a PSW training program at a

comparatively low cost. The CDSBEO has partnered with the Canadian Career Academy to cover a portion of students' tuition through the Canada-Ontario Job Grant. Students are also permitted to earn money while completing their work placement hours.

As part of the CDSBEO's partnership with the home,

students who are doing their placement at Almonte Country Haven also have the remaining portion of their tuition covered through OMNI Health Care's bursary program and are given a job upon graduation.

“Our program tends to have more mature students (who) have families; they might have aging parents

they're taking care of, and sometimes they're a single parent,” Plunkett explains.

“Some of those barriers to obtaining PSW certification are removed (for students in the partnership program), and they are earning an income while they are in the program.”

Plunkett adds that the partnership is also

beneficial because Almonte Country Haven is in a rural community, and it is often challenging for rural health-care providers to attract workers because they don't have the population.

“So this partnership, where they have the training fees paid for ... can be an attractive package for people,” Plunkett says. — DH

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