



# OMNIway

2021: A Year of Challenges  
But Also Hope . . . pg. 3

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From left to right, Willows Estate residents Mildred Bowen, Hamedian Ali and Ellison Milne are pictured here wearing Santa hats during the holiday season. All three residents turned 100 this year.

## Willows Estate is Celebrating Three Resident Centenarians This Holiday Season

By Deron Hamel

The holiday season at Willows Estate is extra special this year, as the Aurora, Ont. long-term care home is also celebrating its three most senior residents who turned 100 in 2021.

Team members at the Willows recently took a holiday photo of the three residents, Hamedian Ali, Mildred Bowen and Ellison Milne, who were dressed in Santa Claus caps and posed in front of a Christmas tree.

The three ladies reached

their milestone birthdays within recent months, and their family members and Willows Estate staff helped them celebrate their special days when they arrived, notes Teddy Mazzuca, the home's life enrichment co-ordinator.

Ellison's family members helped the Willows team host a tea party to celebrate her birthday, complete with fancy china cups. Her daughter also brought in a cake and lots of photos of Ellison — who is affectionately called

“Ellie” — to share with everyone and celebrate her mother's life.

Hamedian's family and Willows staff members celebrated her birthday by organizing a patio lunch for her.

Mildred's 100th birthday was also celebrated at the Willows.

Teddy says all three of the centenarians are active and enjoy participating in programs and events.

“They're all very involved at the home,” she says.

## Family Member Sings Forest Hill's Praises

Pam Curzon doesn't skip a beat when asked what staff members at Forest Hill mean to her.

“They are family to me, that's for sure,” she recently told The OMNIway.

Pam's father, Bill Bennett, was a resident at the Kanata, Ont. long-term care home.

After Bill moved to Forest Hill, Pam became involved with many of the home's activities and programs.

When Pam visited her dad, she would take time to help staff members with activities, such as calling bingo numbers, and she

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## West Lake Dining Room Window Decorated with Christmas Art, Thanks to Creative Team Member

If you go past the large dining room window at West Lake Terrace these days you'll see some detailed Christmas-themed murals painted on the glass.

This creative yuletide art, which includes a decorated Christmas tree, a snowman and candy canes, is the handiwork of Annette

Bourette, a screener at the Prince Edward County long-term care home.

Annette took on the entire dining room window as a Christmas decorating project, an initiative that has been fully embraced by West Lake residents and staff members.

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## Riverview Manor Residents, Staff and Families Collaborate to Deliver Remembrance Day Service

Riverview Manor held its first Remembrance Day service since 2019, thanks to a collaborative effort among residents, families and team members at the Peterborough long-term care home.

There was no Remembrance Day service at Riverview Manor in 2020 due to the COVID-19 pandemic, but with a green

light to host a service this year, everyone came together to ensure this important day was honoured at the home.

Unlike past Remembrance Day services at Riverview Manor, this year's memorial did not include community involvement due to pandemic restrictions still in place.

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Riverview Manor resident veterans Joan Brownson and Frank Lindsay lay a ceremonial wreath at a Remembrance Day service at the Peterborough long-term care home.

## 'It Was a Great Team Effort From Everyone'

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However, with everyone working together, Riverview residents were provided with the same Remembrance Day service itinerary as always, says life enrichment aide and service organizer Rosemary Roseborough.

*"I could not have done this without the support from everyone else."*

— Rosemary Roseborough, life enrichment aide and service organizer, Riverview Manor

"In other years there would have been a bagpiper and representatives from the legion, along with representatives from the different branches (of the Canadian Armed Forces)," Rosemary tells The OMNIway.

Residents and staff members were involved with the service, which included laying the Remembrance Day wreath and readings. Music normally played on pipe or piano was played on

CDs during the service.

The service also honoured two people who passed away in 2020 and are missed at Riverview Manor.

Master Corporal Maury McCrillis of the Hastings and Prince Edward Regiment, who had been the bagpiper at past Remembrance Day services, passed away in May of that year. Pat Byatt, a Veterans Affairs liaison, passed away in August 2020.

Riverview resident veterans Joan Brownson and Frank Lindsay wore their military uniforms and gave readings and dedicated the Remembrance Day wreath.

Family members also helped residents get ready for the service, Rosemary notes.

This was the 20th anniversary of Rosemary organizing the Remembrance Day service at Riverview Manor, an honour she says was made possible by strong collaboration from everyone.

"It was a great team effort from everyone, and I could not have done this without the support from everyone else," she says. — DH

## West Lake Terrace Becomes the Magic Kingdom For a Day

Life enrichment team creates Disney-themed day for residents

You know you have a great job when you can engage your personal interests and hobbies at work.

That's just what West Lake Terrace life enrichment co-ordinator Janie Denard discovered recently when she and the life enrichment team at the Prince Edward County long-term care home organized a Disney-themed day for residents.

Janie, who describes herself as "a huge Disney fan," got to share her love of Mickey Mouse, Donald Duck, Buzz Lightyear and

other Disney characters on Sept. 29 with residents and other staff members.

Janie and life enrichment aide Elaine Goheen came in early that day to decorate the dining room with Disney-themed decorations, movie posters and balloons.

Many staff members came to work dressed in Disney-themed costumes, and residents were given Mickey and Minnie Mouse ears to wear.

All the residents got into the spirit of the day, Janie says.

"Every single one of them walked around with the ears on all day," she tells The OMNIway. "The staff were fantastic, too. The residents love seeing the staff dress up."

Residents enjoyed a pizza lunch that was inspired by the Pizza Planet scene from Toy Story 3. There were also lots of conversations about Disney movies that "brought back lots of memories" for residents, Janie notes.

"They were talking about

how they remembered taking their kids to the drive-in and seeing movies like *The Fox and the Hound*, or the first time they saw a Disney movie, so it was a good day," Janie says.

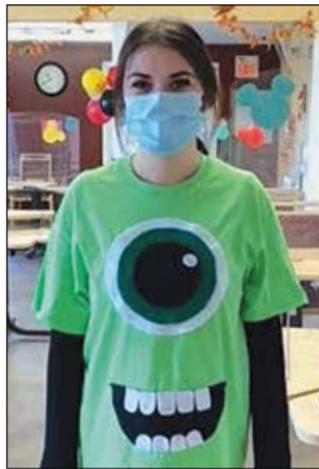
In the afternoon, Janie set up a projector and screen to give residents a virtual tour of the Magic Kingdom at Disney World in Florida, a landmark she has visited many times.

Janie gave residents a presentation on Disney World and shared some little-known information about the famed international resort — like, for instance, how Walt Disney in the mid-1960s secretly bought the property where Disney World would eventually be built.

"The residents really enjoyed that," Janie says.

As a result of Janie's presentation, residents are now keen to take other virtual tours, so the life enrichment team is looking at other opportunities.

"Some residents wanted to see the Eiffel Tower and the pyramids of Egypt, so this has spawned ideas for different activities that residents would like to do, so I think we're going to do some world travelling soon," Janie says. — DH



Pictured at left, West Lake Terrace staff members pose in the costumes of their favourite Disney movie characters during a Disney-themed day at the Prince Edward County long-term care home in October.

## 'The Staff Are Amazing. They Make Families So Welcomed'

Continued from page 1

often lent a hand on resident outings. When Forest Hill hosted its annual chili cook-off, Pam always entered the contest.

Bill passed away in 2019; however, Pam has stayed connected to Forest Hill, and she isn't shy when it comes to sharing her feelings about the people who work at the home.

"They deserve all the credit in the world," she says. "I tell people about (Forest Hill) all the time and sing the staff's praises. The staff are amazing. They make families so welcomed."

Pam continued to volunteer at Forest Hill after her dad passed away — until the COVID-19 pandemic began in March 2020. Once volunteers can

return, Pam says she plans to go right back to helping residents and staff members.

Additionally, Pam is involved with Forest Hill through her church, Trinity Presbyterian.

During the holiday season, Forest Hill has a Christmas tree — called the Angel Tree — in the lobby. The tree is normally covered with numbered tags that

visitors take. Each number corresponds to a resident and the gifts they need. For privacy, each tag is anonymous, so the person buying the gift doesn't know who will be on the receiving end.

Last Christmas, due to pandemic protocols in place, the Angel Tree was in the form of a Google Doc, and people could sign up for "tags" that were on the

virtual Angel Tree. Members of Trinity Presbyterian Church play a large part in making this event successful.

This Christmas the Angel Tree will be back and Pam says Trinity Presbyterian Church will be participating in the project again.

"We are going to be doing this again — it's our fourth year — and I'm looking forward to it," she says. — DH

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Above: Streamway Villa environmental services staff member Valerie Foster (left) holds her Everyday Hero Award alongside Kylie Szczebonski, the home's administrator, in this 2016 photo. Inset: Val Foster (right) and administrator Kylie Szczebonski are pictured here during Val's retirement party.

## Val Foster Retires After a 44-year Career at Streamway Villa

*Her co-workers are commending Val for the dedication she demonstrated daily to residents and staff*

After a 44-year career serving Streamway Villa residents, environmental services team member Val Foster recently retired, and her colleagues say her kindness and resident focus has left an indelible impression at the Cobourg long-term care home.

*"She loves this place and loves the residents, ... I would see her stop and spend time with the residents, (and) she always went above and beyond for the new employees, including myself. ... She always brought hope, purpose and belonging to the residents."*

—Laurie Kracht, life enrichment co-ordinator, Streamway Villa

One of the longest-serving OMNI Health Care team members, Val began her career at Streamway Villa on July 2, 1977, as a nurses' aide.

In May 1987, Val joined the Streamway Villa housekeeping team and became the head housekeeper, a position she would hold until she retired.

Val's co-workers describe her as a dedicated team member, an employee who was always thinking about the residents and cared for everyone living and working at Streamway Villa.

This was demonstrated by her involvement with educational opportunities and programs aimed at improving quality of life for residents and ensuring a safe, happy working environment for employees.

For more than 30 years, Val was a member of the joint health and safety committee. She also participated in the home's orientation program that helps new staff members transition into their roles.

Val was also involved with Behavioural Supports Ontario and attended training sessions aimed at enhancing quality of life for residents, and she would share the knowledge she gained with other Streamway Villa team members.

Streamway Villa life enrichment co-ordinator Laurie Kracht says Val's dedication to residents and her co-workers was evident every day.

"She loves this place and loves the residents," Laurie

says. "I would see her stop and spend time with the residents, (and) she always went above and beyond for the new employees, including myself. ... She always brought hope, purpose and belonging to the residents."

In recognition of her dedication to residents and staff members at Streamway Villa, Val received the home's 2016 Everyday Hero Award, which celebrates employees who demonstrate a strong work ethic and dedication to residents on an everyday basis.

Upon receiving the award, Val told The OMNIway that being an everyday hero "is just part of the job."

"I help (staff), I help the residents when they need help, and if they need something, I try to do it for them," she said.

Laurie says Val took great pride in providing a clean and safe environment for people to live and work, and her strong work ethic will be remembered.

"Even on the day she left I saw her on her hands and knees cleaning a baseboard," she says. "She wanted to make sure she wasn't leaving anything unattended to before she left." —DH

## 2021: A Year of Challenges But Also Hope

During the past year, OMNI Health Care has continued to face challenges brought on by the COVID-19 pandemic, but our 18 long-term care homes have continued to adapt to changing circumstances and we are now seeing light on the horizon.

Unquestionably, the greatest positive change we saw in 2021 was the availability of vaccines — first for residents and soon after for staff members — at the start of the year.

*... residents are now able to have in-house visits with their loved ones, and many homes have eased restrictions on valuable aspects of life in long-term care, such as having pet therapy and live musical entertainment.*

With all staff members and most eligible residents now vaccinated against the highly contagious COVID-19 virus, residents are now able to have in-house visits with their loved ones, and many homes have eased restrictions on valuable aspects of life in long-term care, such as having pet therapy and live musical entertainment.

This, of course, has had an immensely positive impact on residents' quality of life, which was certainly evident when we saw residents

participating in summer celebrations as well as Remembrance Day and Halloween events this year.

Behind the scenes, staff members continued to be champions of keeping residents and each other safe during the pandemic in 2021. The changing directives from the province and public health units often required our teams to mobilize quickly and ensure new policies were adhered to and their colleagues and families were kept up to date.

We know how hard people have worked, and these efforts have paid off.

Another positive note for OMNI in 2021 is the continued momentum with our capital redevelopment projects.

In addition to construction work being well underway on expansions to four OMNI homes — Almonte Country Haven, Country Terrace, Pleasant Meadow Manor and Woodland Villa — we are also forging ahead with the approvals for our Riverview Manor redevelopment, as well as the development of plans to rebuild and expand Streamway Villa in Cobourg and Village Green in Greater Napanee.

The Ontario government has also opened applications again for redevelopment, and we are once again in the process of submitting applications for our remaining homes.

We look forward to the year ahead and we thank everyone for a job well done.



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## Screeener Annette Bourette Commended for Sharing Her Artistic Talent with Residents and Staff

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“It’s just unbelievable what she has been able to do,” says life enrichment co-ordinator Janie Denard.

“We didn’t know that Annette could paint the way that she does, but I think that a lot of the staff have these huge talents that we don’t see.”

Janie says Annette approached her about painting the window a couple of weeks back, and she was on board with the idea. Annette even bought her own supplies to get the job done.

Residents have been awestruck by Annette’s artistic talents, Janie says, noting they have been by her side watching her carefully paint each mural

on the window.

“Residents have been sitting with her and watching and waiting to see what the finished product is going to look like,” Janie says, adding Annette deserves the highest kudos for doing such an “amazing” job.

“She has gone above and beyond; it has been unbelievable.” — DH



*Above: West Lake Terrace screeener Annette Bourette paints a window with a Christmas design. Left: Resident Donna Nugent admires a Christmas tree Annette painted on a section of the dining room window.*



*Kentwood Park residents are seen here holding Nerf guns during a “turkey hunt” the Picton long-term care home organized in October.*

## Kentwood Park ‘Turkey Hunt’ Creates High Resident Engagement

*‘The residents loved it; they thought it was hilarious’*

Just before the Thanksgiving weekend, the Kentwood Park team organized an activity for residents that proved to be a “blast.”

*Team members created a “forest” by making trees out of cardboard, and managers wore turkey hats crocheted by administrator Melanie Rudd.*

Given that Thanksgiving was just around the corner, team members at the Picton, Ont. long-term care home created a “turkey hunt” to bring some seasonal fun and laughter to residents.

Team members created

a “forest” by making trees out of cardboard, and managers wore turkey hats crocheted by administrator Melanie Rudd.

The management team went strolling through the forest while residents, armed with Nerf guns, “blasted” them.

The result was an activity that garnered lots of participation and brought smiles and laughter to many, says Kentwood Park life enrichment co-ordinator Tracy Kimmett.

“The residents loved it; they thought it was hilarious,” she tells The OMNIway. “Staff were really involved, too.”

Due to the high level of interest from residents, team

members organized two turkey hunts so everyone who wanted to participate could have a chance.

The idea for the turkey hunt came from Kentwood Park’s nearby sister home, West Lake Terrace, where Melanie had previously worked.

Last Christmas the West Lake Terrace team created a deer hunt which saw team members dress as deer for residents to “hunt” with Nerf guns.

The activity was so popular with West Lake Terrace residents that Melanie suggested Kentwood Park organize a similar event.

After the hunt, residents got to enjoy pretzels, potato chips, near beer and apple cider. — DH

## Frost Manor Gets Krispy Kremes for Special Treat Day

*Volunteer Helene Waddell donates boxes of the famous doughnuts for residents and staff to enjoy*

Frost Manor residents and staff members were recently on the receiving end of some “sweet” kindness when boxes of Krispy Kreme doughnuts were delivered to the Lindsay long-term care home.

With so many doughnuts, team members organized a treat day for everyone.

The Krispy Kreme doughnuts — which are famous the world over for their sweet, rich flavour — were donated by Helene Waddell, who served as a volunteer at

the home for many years.

Helene bought the doughnuts at a fundraiser hosted by a local dance company, Spotlight Dance Productions.

Due to the COVID-19 pandemic, Helene has not been volunteering at Frost Manor, but she is still connected to the home and wanted to do something nice for residents and staff members, says Amy Whitehead, Frost Manor’s life enrichment co-ordinator.

To take things up a notch, the life enrichment team

jazzed up the home’s tuck cart with the Krispy Kreme logo and the company’s colours — red, white and green — to deliver the doughnuts to residents.

Amy says team members had lots of fun making the cart, and the Krispy Kreme treat day was a big hit with everyone.

“It was great; the residents love treat days, but it was extra good for them because they got Krispy Kreme doughnuts, which are not available very often,” she tells The OMNIway. — DH



*Left to right, Frost Manor resident Joan Charlebois and life enrichment aides Sarah Thayer and Taylor Davies are seen here during Krispy Kreme day at the home.*



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