

# OMNIway

2022 Promises to Be Exciting and Challenging . . . pg. 3

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## Cheerful Cards

Streamway Villa resident Hilda Charron holds one of the many cards *Sending Sunshine*, a nonprofit organization focused on reaching out to seniors, sent to the home in December. See story page 2.

## Student Says Garden Terrace Placement has Been a Chance to Positively Impact People's Lives

By Deron Hamel

Ellen Niekoop says the best part of her student placement at Garden Terrace has been the opportunity she has each day to make a positive difference in residents' lives and to see residents tap into their full potential.

"I want all residents to be happy and to see them engaged — that's what I like and I like to be a part of that," says Ellen, a student in the community service worker program at the Native Education & Training College.

Ellen spoke with The

OMNIway just before Christmas about her experiences as a placement student at the Kanata, Ont. long-term care home. One of the benefits to students doing a placement in long-term care, she says, is that there are many different things to learn.

Helping residents during mealtimes, assisting with activities and lending a hand to staff members where needed are among the things Ellen does when she is at Garden Terrace three days a week.

But she says her favourite part of her placement

work is doing one-to-one programming with residents. It's through one-to-one programming that Ellen says she has learned the most about residents and their strengths.

"If I have to choose from all the activities, I have to say I like the one-on-one activities the most," she says. "(During one-to-one programming) I have a chance to chat with the residents, and for me it is an opportunity to see how I can make them happy or get them more engaged."

See 'Student' page 4

## Viral Facebook Post Brings Children to Village Green to Make Snowmen for Residents

If you post it on Facebook, they will come.

This is something Village Green life enrichment co-ordinator (LEC) Ulana Orrick learned Feb. 2 when she posted a live video on the Village Green Facebook page asking children in

Greater Napanee to stop by the home to build snowmen for residents.

When Ulana arrived at Village Green for work that morning, she immediately noticed the balmy, 3 C weather had created soft,

See 'I Was' page 4

## Learning Opportunities and New Challenges Have Highlighted New Role, Says Riverview IPAC Lead

Six months into her role as Riverview Manor's infection prevention and control (IPAC) lead, Becky Dennie says she has enjoyed learning more about infection control and taking on new challenges that come with the position.

Infection prevention and control has always been a

strong point of focus in long-term care, but it has become more important than ever, given the challenges homes across the province face due to the ongoing COVID-19 pandemic, Becky says,

adding she has had a strong

See 'I Enjoy' page 2

## New Renovations, Building Community Connections, Among the Exciting Things on the Country Terrace Horizon

Administrator Christie Patterson says the completion of the renovations underway to expand Country Terrace as well as opportunities to build community connections are among the things she's looking forward to most in her new role.

Christie, who became the Komoka, Ont. long-term

care home's administrator in October, says seeing the renovation project at Country Terrace, which will add 50,518 square feet and eight beds to the home, is especially exciting as she steps into her new role.

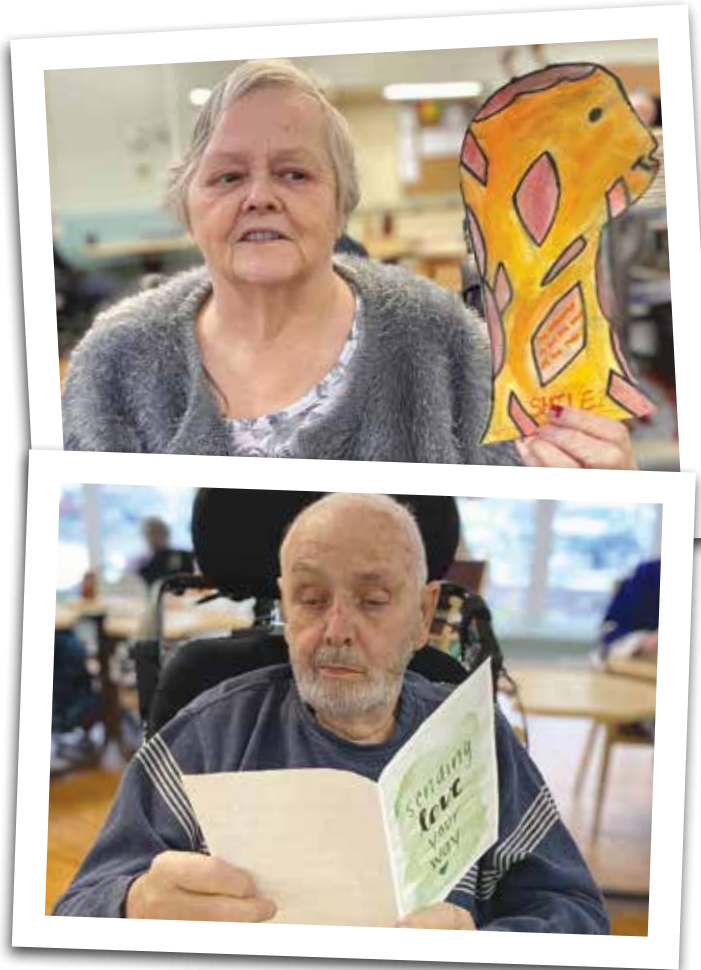
Once renovations are complete, Country Terrace

See 'Christie' page 4



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Residents Debra Belliveau (top) and Lester McCulloch are seen here with cards sent to Streamway Villa from Mississauga-based nonprofit organization Sending Sunshine in December.

## Streamway Villa Residents Receive Some ‘Sunshine’

*Nonprofit organization Sending Sunshine sent cards filled with positive messages to residents during the holidays*

Thanks to the thoughtfulness of a nonprofit organization and the people connected to it, Streamway Villa residents were recently inundated with cards filled with positive messages — something that has been especially meaningful during the ongoing COVID-19 pandemic.

Sending Sunshine is a Mississauga-based nonprofit organization run by four friends that is aimed at improving the lives of seniors. The organization achieves its mission by sending cards that are filled with kind thoughts to seniors around the world, many of whom live in long-term care and retirement homes.

People interested in sending cards to seniors through Sending Sunshine can do so through the organization’s website.

The cards Streamway Villa residents received just before Christmas included messages encouraging smiles and shared love. There were more than enough cards to go around, says Laurie

Kracht, the Cobourg long-term care home’s life enrichment co-ordinator.

“(The cards) had lots of good wishes for residents,” she tells The OMNIway. “We had lots of extra cards that we were able to hand out to staff as well.”

According to the organization’s website, Sending Sunshine is reaching out to seniors with cards to help promote inclusiveness for seniors while decreasing social isolation.

To date, Sending Sunshine has sent 93,175 cards to seniors living in 12 countries.

“We aim to help reduce the negative effects of social isolation and loneliness among senior citizens in our community by providing them with handwritten cards,” the website states.

“It is with the help of people like YOU that we can help provide a ray of sunshine in the lives of Canadian seniors.” — DH

To learn more about Sending Sunshine, visit [www.sendingsunshine.ca](http://www.sendingsunshine.ca).

## ‘Extravagant,’ Made-from-scratch Christmas Dinner Was Just What Willows Residents Needed: NCM

*Jeffrey Peters and the nutritional care department capped off 2021 with a memorable meal*

When it came to planning and preparing his first Christmas dinner at Willows Estate, nutritional care manager (NCM) Jeffrey Peters wanted to go big — and his bold ambition to create a five-star meal that residents of the Aurora, Ont. long-term care home would remember paid off.

Knowing how important high-quality meals are to residents and how much residents enjoy the holidays, Jeffrey, who became the NCM at the Willows in 2021, says he wanted the first Christmas meal he organized at the home to be extra special.

“Everything we made was from scratch,” he tells The OMNIway. “We had so many things on the menu.”

Included on the Christmas Day dinner menu was a traditional roast turkey, homemade stuffing, honey-Pommery-mustard-glazed salmon, honey-glazed ham, roasted garlic shrimp, braised cabbage, Brussels sprouts with double-smoked bacon



Pictured left to right, Willows Estate nutritional care team members Angela Grant, Denise Thomas, Roseann Evans, Jeffrey Peters and Ekam Dhaliwal are pictured here with the plum puddings they made for the home’s Christmas dinner.

and fingerling potatoes.

For dessert, Jeffrey and the nutritional care team went with the classic Christmas treat: plum pudding with a brandy sauce.

Jeffrey says the work he and the nutritional care team put into the Christmas dinner was well worth it. The residents ate well and enjoyed everything, he notes.

Given that this marked the end of the second year of the COVID-19 pandemic, Jeffrey says residents deserved a top-notch holiday meal to help celebrate the season in an uplifting manner.

On top of the meal the nutritional care team prepared and served, Jeffrey says Willows Estate team members also went all out decorating the home to give it a festive atmosphere.

The “extravagant” meal and festive decorations had a positive impact on residents, Jeffrey says.

“The residents loved it — everybody was enjoying it, I think it was something different for them, something they needed,” he says. “We wanted to make sure they were presented with a nice meal.” — DH

## ‘I Enjoy New Challenges and Learning About New Things,’ Says Becky Dennie

*Continued from page 1* support network to help her adapt to her new role.

“I enjoy new challenges and learning about new things, and there has been a lot of support from home office as well as (from outside of OMNI Health Care) so there are all kinds of support systems in place,” Becky tells The OMNIway.

The IPAC lead, a position now required in all Ontario long-term care homes, is responsible for protecting residents and staff members from infections as well as preventing the spread of infections if they occur.

IPAC leads must also implement infection control practices that comply with ministry standards — such as cleaning and disinfection

protocols — and conduct audits to ensure there are no infection control breaches in the long-term care homes where they work.

With frequent policy changes related to the COVID-19 pandemic, IPAC leads are also responsible for keeping track of ministry directives and sharing information related to new directives with their co-workers.

IPAC leads must also complete an accredited IPAC course.

Becky, who has served in several roles at Riverview Manor, including as a registered practical nurse and the Behavioural Supports Ontario (BSO) team lead, says that while infection prevention and control has

always been important in long-term care homes, the pandemic has heightened the need for even more proactive approaches to infection control.

“This is a new and different position,” she says. “We have always had infection control, and we have always had a lead (in that area), it’s just now a little more in-depth since COVID began, and anything infection-control-related is a huge focus right now.”

Looking ahead, Becky says she expects IPAC leads will become increasingly more visible in Ontario long-term care homes.

“It’s here to stay and it’s probably even going to grow more,” she says. — DH

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



## EDITORIAL

## 2022 Promises to Be Exciting and Challenging

With the start of 2022 comes a new chapter in the OMNI Health Care story, one that promises to be both exciting and challenging.

Topping the list of milestones the organization is looking forward to reaching this year is the completion of redevelopment projects at four of our long-term care homes.

Construction is well underway on expansions at Almonte Country Haven, Country Terrace, Pleasant Meadow Manor and Woodland Villa. With progress on track, these projects are expected to be completed by the end of this year or early in 2023, and some residents are expected to be able to move into completed new home areas before the projects are finished.

OMNI is excited to have renovations completed at these homes, and there will definitely be a sense of renewal as we move forward.

Given the challenges we have had over the past two years with the COVID-19 pandemic, being able to look forward to the completion of these renovations is a huge plus for both OMNI and people living and working at the four homes undergoing renovations.

The pandemic remains a major challenge as we head into 2022, with the emergence of yet another variance of concern. With the implementation of mandatory vaccination for staff and the availability of

testing and booster doses for all residents and staff, we are well-positioned to keep residents and staff safe.

In-house vaccination clinics are now offering a third round of immunizations for staff members and fourth doses for residents.

As the year progresses, we remain hopeful that life in our homes will return closer to the way things were before the pandemic began.

Still, infection prevention will continue to be a strong focal point in the coming year, and we will remain proactive. We cannot lose sight of the fact that as long as we are in a pandemic we will be challenged to remain vigilant in order to keep everyone safe.

The good news is that since the pandemic was declared in March 2020, we have many more tools at our disposal to help keep residents and staff members safe.

Aside from the availability of vaccines and testing resources, we have also had a significant increase in government support for infection prevention and control processes that will help guide us in the year ahead.

We are looking forward to more restrictions easing in 2022 and can take a degree of comfort in having more vital infection prevention resources available to us.

While there may still be uncertainties ahead in 2022, there is still lots of hope and promise for a fruitful year.



Pictured above, West Lake Terrace residents embrace the Christmas spirit during a visit from Santa Claus in December.

## Pre-Christmas Pet Therapy and Santa Visit Brings Cheer to West Lake Residents

*Lesley Campbell, her father and two dogs had a meaningful visit with residents before pandemic restrictions returned*

Just before current pandemic restrictions came into effect in December, West Lake Terrace residents received a visit from Santa Claus as well as from two of their four-legged friends. These visits helped make for a happy holiday season for residents of the Prince Edward County long-term care home, says life enrichment co-ordinator Janie Denard.

Lesley Campbell, a longtime volunteer at West Lake Terrace, came to the home with her two therapy dogs, Huxley and Fergus, to spend time with everyone, and the program was “well received, as always” by residents, Janie says.

Huxley, a pug who made his debut as a West Lake Terrace pet therapy headliner in November following a 20-month absence of pet therapy programs at the home, brought lots of smiles and joy to residents that day, Janie says.

“The residents loved having him back, and we are hopeful that, yet again, things will open up and we can have Fergus and Huxley back again for some more visits,” she says.

Additionally, Lesley’s father, Clark, was at the home and put on a Santa costume to play St. Nick for residents, a gesture that brought lots of Christmas cheer.

All the residents received

Christmas cards from Lesley and her family as well, Janie says.

The visit from Lesley, her dad and the dogs was engaging for residents and brought out some who normally don’t attend programming, Janie says.

The day also brought optimism for the future, she adds.

“It was fantastic because they all knew (restrictions were) coming, but having them here made the residents feel hopeful that brighter days are ahead,” Janie says.

“Huxley was a good distraction for all of us. You just look into his big brown eyes and kind of forget about everything else.” —DH



Pictured above, Forest Hill life enrichment aide Sara MacFarlane and resident Margaret Hall on Christmas Day.

## All Forest Hill Residents Had Gifts to Open Christmas Day, Thanks to Annual Initiative Angel Tree program once again a 'huge success'

An annual program organized by Forest Hill to ensure every resident of the Kanata, Ont. long-term care home receives a Christmas present to open Dec. 25 was once again a “huge success,” says life enrichment co-ordinator Craig Forrest.

Every year, Forest Hill puts up the Angel Tree in the home. The Angel Tree is a Christmas tree that is covered with numbered tags representing every resident.

Family members, staff members and visitors are invited to take one of the numbered tags to buy presents for the resident each number on the tag corresponds with. The tags are always numbered for privacy and also include a list of gift ideas for residents.

Craig says the 100-plus tags on the tree were all gone within three days. As with past years, parishioners from nearby Trinity Presbyterian

Church strongly supported the Angel Tree project, Craig says, adding church members took 80 tags.

In 2020, due to pandemic restrictions in place at the time, the Angel Tree was offered virtually through Google Docs.

This past Christmas, thanks to essential caregivers and limited general visitors being allowed inside the home before Christmas, Forest Hill once again set up the Angel Tree by the main entrance.

Craig says team members from the life enrichment department made sure the gifts got to the residents on Christmas Day.

“The life enrichment staff were able to deliver each resident a gift on Christmas Day and would spend some time with them helping open their gift and reminiscing about Christmases past,” he says. — DH

## Student Recommends Garden Terrace for Placements

Continued from page 1

While Ellen says she’s still not sure where her career path will take her, she says her experience “seeing the residents smile” at Garden Terrace has had a positive impact on her time at the home.

Ellen also says she would

recommend Garden Terrace to students looking for placement opportunities.

“This is a nice environment to work in and it will give any student a feel for what they would like to do further on,” she says. “If you like working with people, I would suggest doing it.”

## ‘I Was Completely Wowed by Our Community,’ Says LEC Ulana Orrick

Continued from page 1  
sticky snow around the home, and soft, sticky snow, as every Canadian knows, makes perfect snowmen.

Knowing it was a PA day and children would be off from school, it was the perfect opportunity to engage the younger generation in life at Village Green, Ulana says.

Ulana made a live video of herself outside the home inviting children of all ages and families to stop by to make snowmen and snow

sculptures for the residents and enjoy the nice weather.

Before long, children and their parents were showing up in droves. Ulana says she was overwhelmed by the response.

“I was hoping we might get one or two kids out, (but) I was completely wowed by our community,” she tells The OMNIway, adding that by late afternoon the Facebook post had about 4,000 views and more than 100 shares.

“We have had families

and even a daycare showing up. ... Our residents are having a great time watching the kids playing and having snowball fights.”

Designs the children came up with included traditional snowmen, a bear cub climbing a tree, a cat and a heart-shaped snow sculpture that was painted red. Each one impressed the Village Green residents and staff.

“The snowmen and snow sculptures are all so creative,” Ulana says. — DH



Pictured above, some of the snowmen and snow sculptures that children and families made for Village Green residents on Feb. 2.

## Christie Patterson Says She’s Looking Forward to Being Part of the Next Chapter in the Home’s History

Continued from page 1  
will house four spacious 32-bed neighbourhoods for residents. The project will replace all three- and four-bed wards with one- and two-bed rooms.

Christie, a 13-year Country Terrace team member, says the renovations are an exciting chapter to the home’s history.

“I am looking forward to the changes that are happening with the new build — there’s a lot going

on,” she says of the \$32-million redevelopment project, which is expected to be completed by June 2024.

Along with the redevelopment project, Christie says she is also looking forward to seeing Country Terrace work to strengthen community connections.

Due to the COVID-19 pandemic, which began in March 2020, Christie says some of those connections with people and organizations have quieted

due to restrictions in place. However, she says she’s looking forward to rebuilding and strengthening those relationships once things begin to open up again.

With the completion of the redevelopment project on the horizon, those connections will be especially important, Christie says.

“With this home growing, that is a huge step,” she says. “The community is well aware that we are building, and I think that’s nice.” — DH

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