



# OMNIway

Food Service is a Major Point of Pride at OMNI . . . pg. 3

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Pictured above, an illustration created by G Architects of the front entrance of the new 128-bed Village Green that has been approved for redevelopment.

## New Village Green Design Plans Unveiled

By Deron Hamel

Design plans for the new, state-of-the-art Village Green were unveiled March 25 at a press conference in Greater Napanee, where announcements for the redevelopment of three other long-term care homes in the region were being made.

*Outside, the new Village Green will have scenic gardens and outdoor space as well as a “whole home” gathering area and chapel space.*

The event was attended by representatives from OMNI Health Care and other long-term care operators as well as representatives from provincial and local governments and the Mohawks of the Bay of Quinte.

In November 2020, the Ontario government approved the redevelopment plan to build a new 128-bed Village Green in Greater Napanee that will add 62 beds to the existing home.

During the event, it was announced that the new Village Green will be located at the northwest corner of Drive-In Road and Highway 41 in Greater Napanee.

Once completed, the new Village Green will be a Class A long-term care home consisting of four spacious living areas that will each be home to 32 residents.

The redeveloped Village Green will also have modern amenities, such as wider hallways and more home-like dining areas, and privacy will be enhanced by limiting all rooms to no more than one or two beds.

Outside, the new Village Green will have scenic gardens and outdoor

space as well as a “whole home” gathering area and chapel space.

Patrick McCarthy, OMNI's president and CEO, said in a statement that OMNI is pleased the Village Green redevelopment process is underway, adding feedback from people living and working at the home was included in the designs created by G Architects.

“We appreciate the people who live and work at Village Green and look forward to the new Village Green meeting the current and future needs of the community,” he said.

“During each design stage, architects have presented preliminary plans to residents, families, and staff in order to obtain and consider feedback.”

Village Green opened its doors Aug. 27, 1978. Since then, the home has prided

*See ‘Construction’ page 2*

## Streamway Resident Flying High During New Program

Streamway Villa life enrichment aide Chelsea Tinney has discovered a one-to-one program that has really “taken off” with one of the Cobourg, Ont. long-term care home’s residents.

Bob Thompson, who moved into Streamway Villa five months ago, spent

many years working as a flight navigator, including a career in the Royal Canadian Air Force, and has a lifelong passion for planes and flying.

With this in mind, Chelsea recently downloaded a flight simulator app onto an iPad

*See ‘Thanks to LEA’ page 4*

## ‘Golden Girls’ Find New Home at Forest Hill

Forest Hill recently welcomed Golden Girls Dorothy, Blanche and Rose as permanent guests.

But these aren't the famed television Golden Girls you're probably thinking of but rather three guinea pigs who have been adopted by the Kanata, Ont. long-term care home, thanks to a collaboration with Guinea

Pig Rescue Ottawa.

Guinea Pig Rescue Ottawa, a shelter for guinea pigs needing homes, launched a project to help bring the small animals to long-term care homes to serve as therapy pets.

Forest Hill is the first long-term care home to partner with the shelter.

*See ‘Forest Hill’ page 4*

## Dietary Aide Brings Cruise-ship-style Hospitality to Willows Estate

Before starting a position as a dietary aide at Willows Estate a year ago, Roseann Evans worked as a supervisor on a cruise ship, and she has taken the skills she learned on the high seas to the Aurora, Ont. long-term care home to enhance residents' dining experience.

Like many long-term care homes, the Willows serves residents with diverse dietary

needs. Some residents require pureed meals, while others have food allergies. Some residents also require meals that are halal, meaning the food adheres to Islamic law.

During her 17 years working on cruise ships, Roseann served many guests who had special dietary needs as well. As a supervisor, it was her job to

*See ‘Roseann Evans’ page 3*



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Pictured above, Pleasant Meadow Manor resident Frank Bischof plays Julius Caesar as “life enrichment goddesses” Emily Gerow (left) and Sheila Fleury feed him grapes during a celebration of the Ides of March.

## Ides of March Celebration Takes Residents Back to Ancient Rome

Residents and staff mark March 15 by acting out a day in the life of Romans

Pleasant Meadow Manor became an arm of the Roman Empire on March 15 when the Norwood, Ont. long-term care home’s residents and staff members celebrated the Ides of March.

The Ides of March was the day in ancient Rome marking the deadline for settling debts, but it became more famous as the day Roman dictator Julius Caesar was assassinated in 44 BC.

In honour of this day, Pleasant Meadow Manor life enrichment co-ordinator Kim Williams and her team organized an Ides of March party, which saw everyone dress up in togas and enjoy foods popular in the Mediterranean region, including mozzarella and feta cheeses, olives, cherry tomatoes, Italian flatbread crackers and grapes.

The snacks were washed

down with non-alcoholic wine and grape juice.

The life enrichment staff shared famous quotes by Julius Caesar. The residents donned togas and became Julius Caesar or Roman goddesses to have their pictures taken in front of the Roman columns team members created for a backdrop.

“I was looking to do something different with the residents and came up with the idea of celebrating March 15th and the Ides of March,” Kim tells The OMNIway.

“The residents really enjoyed themselves and got quite a chuckle with the staff costumes and when they dressed up. One gentleman was quite impressed with his picture, exclaiming, ‘now that’s a handsome picture of me.’” — DH

## Cooking at Streamway Villa is a Chance to Enrich Lives Every Day, says Team Member

‘Putting a smile on residents’ faces — there is nothing more rewarding than that,’ says Litsa Christodoulou

Each day when Litsa Christodoulou walks into Streamway Villa to start her shift in the kitchen, she knows she’s making a difference in the lives of everyone she cooks for at the Cobourg, Ont. long-term care home.

Being served high-quality meals is one of the most important aspects of life in a long-term care home for residents, and Litsa does everything she can to deliver the quality meals residents want.

It can be something as simple as plating meals colourfully or by making a happy face out of bacon and eggs, she says.

“I know it might sound a little bit kooky, but they love it; they will think that is the greatest thing,” Litsa tells The OMNIway.

Litsa has been doing “kooky” things like this for residents for seven years,

and she says there’s no other job she can imagine doing.

“The thing I love about working in long-term care is the residents,” she says. “Putting a smile on residents’ faces — there is nothing more rewarding than that.”

It’s fitting that Litsa would gravitate to a career cooking for long-term-care home residents.

When she was a high-school student in Toronto, Litsa participated in an adopt-a-grandparent program through a Scarborough long-term care home. This experience had a positive impact on her and introduced her to the long-term care sector.

Additionally, Litsa’s parents owned restaurants, and Litsa grew up helping in the kitchen and working in restaurants, so Streamway Villa has been a perfect fit for a career, she says.

Litsa says the best part about her job is the residents.

“At the end of the day, if I can make the residents happy, then I have fulfilled my duty,” she says.

So, what’s the difference between working in a long-term-care home kitchen and a restaurant kitchen?

“Foodwise, it’s all the same; whether I’m working in a restaurant or a long-term care home, I am giving 110 per cent every day, no matter what,” she says.

“The difference is the people. Sometimes in restaurants, the customers make you feel like they’re doing you a favour by coming in; but here (at Streamway Villa), the residents are always thanking you and telling you that your food is delicious. It’s constant, and I think that that’s the difference and makes it more rewarding.” — DH

## Construction on New Village Green Could Start as Early as Autumn 2022

Continued from page 1  
itself on being focused on providing the best possible quality of life for residents, said Linda Pierce, the home’s administrator.

“Over the past 44 years the team of caregivers at the

home have strongly believed in providing hope, purpose and belonging to the residents,” she said.

“With great anticipation, we appreciate the trust and support to continue our story.”

Construction on the \$33-million project to redevelop Village Green could start as early as this autumn.

In addition to Village Green, there are two other OMNI long-term care homes that have been approved for rebuilding: Riverview Manor in Peterborough and Streamway Villa in Cobourg.

Construction is also well underway at four OMNI homes that have been approved for expansion: Almonte Country Haven, Country Terrace, Pleasant Meadow Manor and Woodland Villa.



Pictured above is an overall site plan, and at right, a context plan created by G Architects for the new Village Green.



**Celebrate a Volunteer!**

**April 24-30 is National Volunteer Week 2022**

To share a story with the OMNIway in honour of a volunteer you appreciate, email [deron@axiomnews.com](mailto:deron@axiomnews.com).

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## EDITORIAL



Everyone at Rosebridge Manor was a little bit Irish on March 17, as residents and staff members celebrated St. Patrick's Day with music, refreshments and, of course, lots of green attire.

## Irish Eyes Were Smiling on Rosebridge Manor March 17

*Jasper long-term care home marks St. Patrick's Day with party*

As the saying goes, everyone is a little Irish on St. Patrick's Day, and that was certainly true at Rosebridge Manor.

Residents and staff at OMNI Health Care's Jasper, Ont. long-term care home donned green hats and necklaces and enjoyed live music on March 17.

Those who live at the home raised their glasses of non-alcoholic punch served in fancy wine goblets. They also enjoyed a special lunch featuring Irish stew and the appropriate sides.

Rosebridge Manor life enrichment co-ordinator (LEC) Kathy Barr had to close her office door to take a phone call from The OMNIway due to the volume of the joyous

celebrations underway.

Being able to consistently have live entertainment back in the home after many interruptions due to the various safety protocols and restrictions of the last two years related to the COVID-19 pandemic has been wonderful for residents, the LEC noted.

"We're having our big St. Patrick's Day party," Kathy said.

"Everybody's got their hats on and their beads on and we've had some family involvement and our nutritional care manager (Kori Bigelow) made an Irish-themed lunch."

Staff and residents who had green items of clothing dressed for the occasion.

Employees also wore headbands with shamrocks or put green colouring in their hair.

"The staff were really good to get involved this year, which was nice," Kathy said.

Residents also had a second round of live entertainment on St. Patrick's Day, featuring a trio on saxophone, keyboards and vocals, after their evening meal.

Rosebridge Manor and other long-term care homes were permitted by the provincial government as of Feb. 21 to welcome back entertainers, Kathy noted.

"The last week of February was just full of people coming in and entertaining and whatnot and volunteers. It was great."

## Roseann Evans Brings Skills Learned on the High Seas to Willows' Residents

*Continued from page 1*  
relay information about special diets between guests and the chefs to ensure guests' needs were met.

Whether working in a long-term care home or on a cruise ship, the job is "hands-on," Roseann says.

"You have to know your guests, know their preference, read their body language, but (in long-term care) you also have to be very patient," she says.

"(On a cruise ship) you want your guests to be satisfied, and here you want the residents to be satisfied."

Making the shift from working on cruise ships to

working in a long-term care home has come with rewards, Roseann says, noting working at the Willows has given her the opportunity to ensure residents receive high-quality meal service.

And there's also that personal touch that comes with working in a long-term care home.

"It's a rewarding job, especially when you see the smiles on the residents' faces and they call you by your name, that's the thing for me," Roseann says.

Jeffrey Peters, the nutritional care manager at Willows Estate, praises Roseann for the service



*Dietary aide Roseann Evans.*

she brings residents, noting she is always putting the residents first.

"Roseann always goes above and beyond to make sure the residents are always getting what they want," he says. —DH

## Food Service is a Major Point of Pride at OMNI

With March being Nutrition Month in Canada, The OMNIway showcased several stories about the people who work in the nutritional care departments in our long-term care homes, and there was also much discussion about the meals these dedicated team members prepare for the residents they serve.

*These managers and cooks are tapping into the know-how they've gained from working in first-class restaurants, and they're bringing their passion for high-end cooking to the residents of OMNI homes.*

Food is always a topic that gets lots of attention from residents. Having high-quality meals is something people living in OMNI Health Care's 18 long-term care homes expect and are entitled to receive.

The notion that residents of the near future will expect living atmospheres closer to luxury hotels than long-term care homes is something we hear often in the sector — and there's some truth to this adage. Of course, having high-quality meal service is a major part of the atmosphere people want.

Fortunately, our nutritional care teams have already

put this piece of the puzzle in place.

Today, more than ever, we are seeing nutritional care team members with experience in fine dining. These managers and cooks are tapping into the know-how they've gained from working in first-class restaurants, and they're bringing their passion for high-end cooking to the residents of OMNI homes.

Just as when they were working in restaurants, these team members are priding themselves on putting their heart and soul into their work and plating meals in a manner fitting of a five-star restaurant.

In recent years we have also seen an uptick in nutritional care teams taking time to create from-scratch meals that are both delicious and meet nutritional guidelines.

The extra time and care that gets placed on creating homemade meals is a testament to both the sense of pride our team members have for their work as well as their focus on continuous quality improvement.

While we need to prepare to meet the expectations of the next generation of long-term-care home residents, we can take a strong degree of pride in the fact that the quality of meal service in OMNI homes is already of an exceptionally high standard — and it will only get better.

Just some food for thought.



OMNIway news is published daily at [www.omniway.ca](http://www.omniway.ca) and distributed bimonthly in print to the long-term care community.

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# Thanks to LEA, Bob Thompson is Once Again Navigating the Canadian Skies

*Continued from page 1*  
and has been spending time with Bob circling the skies with this state-of-the-art virtual program.



Together, Bob and Chelsea will spend one-to-one time on the X-Plane app, which allows users to select the type of planes they wish to virtually fly as well as choose locations around the globe they can fly over.

As a flight navigator, Bob has naturally excelled at using the X-Plane app and is tapping into his extensive knowledge of both aircraft and landscapes.

During his career, Bob spent time aerial mapping while flying above Northern Canada, and the X-Plane app has been the perfect way for him to engage his strengths, says Streamway Villa life enrichment co-ordinator Laurie Kracht, noting Bob enjoys reminiscing about his days in the sky.

“Bob loves it; he really engages in anything to do with planes and landscapes, especially Northern Canada,” she says.

Since Bob is enjoying the program so much, he and Chelsea will continue using the X-Plane app on a weekly basis, says Laurie, who applauds Chelsea for coming up with the idea for this activity.

“It’s one of those programs that is specific to a resident, and you are only able to come up with these special programs if you, the staff, really gets to know the residents and their past experiences,” she says.

“This is where I am proud of my life enrichment team. Together, all three of us take our own time on top of regular assessments to get to know each resident as they come into the home.” — DH



Forest Hill resident Ieta Van Heukelom is pictured here with guinea pigs Rose and Dorothy.

# Forest Hill is the First LTC Home to Partner with Guinea Pig Rescue Ottawa

*Continued from page 1*

“We just happened to contact them at the right time because that was when they were starting this initiative,” life enrichment co-ordinator Craig Forrest tells The OMNIway.

*“Residents congregate around the guinea pigs — they really enjoy seeing them, especially around feeding time...”*

— Craig Forrest, life enrichment co-ordinator, Forest Hill

“We were the first home for them to try this with.”

The shelter provided Forest Hill with the guinea pigs as well as two cages — a large one that houses the Golden Girls and a smaller one for transporting the pets between floors.

Hay, water bottles and food dishes were also provided at no cost. To thank the charity, Forest Hill made a donation to help Guinea Pig Rescue Ottawa continue its service.

Craig says residents are enjoying their new housemates, who moved to Forest Hill shortly after Golden Girls cast member Betty White passed away on Dec. 31, aged 99.

White, who played Rose

Nylund on the hit TV show, was a renowned animal welfare advocate, so residents and staff decided to name the guinea pigs after three of the Golden Girls characters, Craig says.

Craig notes the guinea pigs get excited at feeding time and make chirping noises, which residents get a kick out of.

“Residents congregate around the guinea pigs — they really enjoy seeing them, especially around feeding time or when they are getting treats,” he says.

“It has been a really big success so far and the residents have really enjoyed it.” — DH

# Happy Meals Bring Smiley Faces to West Lake Residents

*McDonald’s day went so well staff is looking to add a fast-food meal as a special treat for monthly birthday celebrations*

West Lake Terrace residents had a hankering from some takeout food, something they’ve been missing since the start of the COVID-19 pandemic two years ago, and some community collaboration between the Prince Edward County long-term care home and a local McDonald’s restaurant made sure they had Happy Meals that were happy meals.

During West Lake Terrace’s recent Beat the Winter Blahs Week, an annual five-day event in February organized by the life enrichment team to keep spirits high during one

of the coldest months, team members organized a McDonald’s day for residents.

Life enrichment co-ordinator Janie Denard reached



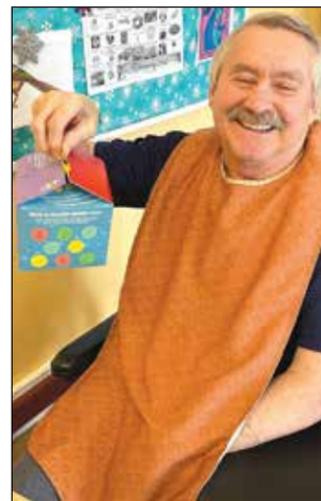
out to the McDonald’s in Picton to ask if the restaurant could help with a large order of Happy Meals — the famous boxes from the Golden Arches that contain a hamburger, fries and a drink — for residents.

The restaurant offered to donate cookies and mini doughnuts for dessert, a kind gesture that Janie says helped make everyone’s day even more special.

“It was so well-received by residents,” Janie tells The OMNIway. “When I went in to pick up our order, (the McDonald’s staff) were fantastic — as a team, they

worked so well together, I was just flabbergasted.”

The cookies and doughnuts hit the spot with everyone, Janie adds.



“That was a lovely addition to the day,” she says.

Janie says the McDonald’s day was such a hit with residents that she and Diane King, the home’s nutritional care manager, have decided to host a fast-food day on the last Wednesday of every month to go along with monthly birthday celebrations.

Janie says residents were in need of an event like the McDonald’s day.

“A lot of the residents have not been able to get out (since the pandemic began) to get a meal, so this was great,” she says. — DH

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