



# KRISTUS DĀRZS LATVIAN HOME

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## **Kristus Darzs Latvian Home Management Report to Annual General Meeting for April 1, 2021 – March 31, 2022 Executive Director: Inese Pogule**

### **Resident Census**

Kristus Darzs Latvian Home continues to be licensed for 100 beds; however, due to Infection Prevention and Control (IPAC) measures, 6 beds have temporarily been taken out of operation to accommodate staff cohorting and provide isolation rooms for residents.

**Age.** As of March 31, 2022, the average age of the residents was 89.21 (86.27 avg for men, 90.13 avg for women). Fifty three percent (53%) of the residents were in the 91 to 100-year-old category. The youngest was 34. Five residents were 100 or older.

**Latvian Residents.** As of March 31, 2022, fifty two percent (52%) of residents were of Latvian ethnicity. The number of Latvian seniors on our waitlist continue to decrease. Additionally, due to critical hospital capacity pressures, crisis placements have been on the rise. The crisis category takes priority over the ethnic priority category.

**Co-payment Waiver Program.** In the spring of 2021, the Ministry of Long Term Care introduced the Co-payment Waiver Program. When a resident agreed to move to a long-term care home that was not their first-choice home, the LTC was prohibited from charging the resident any amount for accommodation until the resident was offered a spot in their first-choice home. The Ministry then funded the home for the loss of the co-payment. The program was designed as a temporary measure to support hospital capacity at the peak of the third wave. The program has now ended; however, residents already admitted to Kristus Darzs will continue to have their fees waived until they have been offered a bed at their home of choice.

### **COVID-19 Prevention and Containment Efforts**

**Screening and Rapid Antigen Testing.** In the spring of 2021, the Home established an active screening and Rapid Antigen Testing program. While the Ministry requirements regarding the testing have since eased, our residents, families and staff have encouraged the Home to continue running this program 7 days a week.

**COVID-19 Immunization policy.** In the fall of 2021, the Ministry of Long Term Care mandated all LTC Homes in the Province to put in place mandatory COVID-19 vaccination policies. As of November 15, 2021, to work, undertake a student placement or volunteer in Long Term Care, individuals had to provide proof of having received 2 doses of a COVID-19 vaccine approved by Health Canada or a valid medical exemption. As a result of this mandate, two staff not compliant with the policy were placed on unpaid leave. At the end of 2021, the Ministry issued further mandates requiring that all dedicated caregivers are fully vaccinated by February 21, 2022. To enter Long Term Care, all general visitors were also required to be fully vaccinated.

In March of 2022, the Ministry of Long-Term Care announced that while the Ministry continued to encourage all eligible individuals to get vaccinated against COVID-19, the Ministry would no longer mandate COVID-19 immunization policies. Rather, the homes were to implement their own employer-led policies. To design the Home's COVID-19 Immunization policy, the Management consulted with Kristus Darzs' Residents Council Leadership Committee, Board of Directors, Medical Director, families, staff, CUPE Local 3236 and our legal counsel. As a result of these consultations, Kristus Darzs continues to require all individuals to provide proof of having received two doses of a COVID-19 vaccine approved by Health Canada in order to enter the Home. Some exceptions apply which are described in the policy.



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**Staff and resident vaccination.** All Kristus Darzs staff currently working at the Home have received 2 doses of COVID-19 vaccine and most staff who are eligible to receive a booster, have also received their third dose. Over 90% of residents have received their 3<sup>rd</sup> dose and close to 45% of residents have received their 4<sup>th</sup> dose of COVID-19 vaccine.

### Resident and Family Satisfaction

**Resident and Family Annual Satisfaction Survey** was conducted in the fall. The overall ratings were similar to previous years. As usual, family ratings were higher than resident ratings. Overall satisfaction is determined in 2 key questions in the survey:

- 1) “How would you rate our home overall?”
  - 2) “Would you recommend Kristus Darzs to a family member or friend needing long term care?”
- Eighty-eight percent (88%) of resident respondents rated the home overall in the excellent, very good or good categories.
  - Eighty-eight percent (88%) of resident respondents indicated they would recommend Kristus Darzs to a family member or friend needing long term care.
  
  - Ninety eight percent (98%) of families responding to the survey, rated the home overall in the excellent, very good or good categories.
  - Ninety-five percent (95%) of families responded they would recommend Kristus Darzs to a family member or friend needing long term care.

### Risk & Compliance

**Ministry of Long-Term Care** Inspector followed up on a complaint and a Critical Incident on August 25, 2021. One written notification and one voluntary plan of correction were issued regarding documentation of temperature readings. On March 7, 2022, Inspector followed up on a complaint and a critical incident. No follow-up inspection report has been received by the Home at this time.

**Ministry of Labour Inspection** was conducted on Sep 7, 2021. The inspectors identified 4 areas needing improvement. All orders were complied with by September 14, 2021. Additional field visits took place on Oct 8, 2021, and Nov 25, 2021, resulting in no findings.

**Fall Preparedness Review with York Region Public Health Inspector** took place on October 7, 2021. The Inspector found the Home compliant with IPAC best practices. Some adjustments had to be made to the screening protocol and signage for physical distancing.

**Western IPAC HUB.** The Home continues to be supported by Western IPAC Hub run by Mackenzie Health with weekly in person observations, auditing and targeted education related to infection and prevention best practices.

**York Region Fire Department** conducted our annual fire inspection as well as mandatory timed evacuation in November. The team successfully passed the timed evacuation exercise. The Annual Inspection Report identified several areas of non-compliance including an order to update site and floor plan drawings to reflect our recently upgraded fire safety system. In early 2022, the Home provided the Fire Inspector with all required documentation including updated drawings.



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**Risk Management.** Lack of dining space on each floor has been identified as a high-risk issue due to potential for injury, choking, spread of infection and escalation of responsive behaviours. The Home's Management Team alongside the Board's Building Committee have started to consider long term solutions to minimize risk to residents and staff.

**Insurance.** As of April 27, 2021, Kristus Darzs carries insurance policy with HIROC for property as well as liability & crime including coverage for communicable diseases.

### **Finances**

**Loan from KDLF.** In March of 2021, the Home noted substantial decrease in the COVID-19 Prevention and Containment funding from the Ministry, yet the expenses related to the efforts to minimize the spread of infection remained high. The need for additional PPE, cleaning supplies, supplementary staffing in nursing and housekeeping, and dedicated staff to conduct screening and Rapid Testing was critical. Additionally, the PSW \$3 per hours wage supplement had to be paid in advance while the Ministry reimbursements came with delays. To maintain a healthy cashflow, in August the Home reached out to Kristus Darzs Latvian Foundation for support. A loan amounting to \$300,000 was granted by the Foundation and received by the Home with gratitude. In March of 2022, reimbursement of Ministry 2021-22 Funding Shortfall was received; however, our accountant Jon Irwin has cautioned the Home about substantial government claw backs. Therefore, the Home has not repaid the loan to the Foundation at this time.

**Four Hours of Care per resident per day by 2025.** On October 6, 2021, the Minister of Long-Term Care announced that the government would provide up to \$270 million to long-term care homes across the province in 2021/22 to increase direct care provided by registered nurses (RNs), registered practical nurses (RPNs) and personal support workers (PSWs), as well as to increasing the average direct care time provided by allied health professionals (AHPs). To increase hours of care the Home has received additional funding in the Nursing and Programs funding envelopes. The Home is in the process of finalizing budget for 2022 and adding additional staffing.

### **Building**

Several major building related projects were completed in 2021. In May and June, the Environmental Services team worked on installing air conditioning units and blinds in all resident rooms and common areas. This project was made possible by the Ministry funding dedicated to improving cooling and ventilation in the Home.

In July, the fire alarm system upgrade was started. Smoke and heat detectors were installed in all rooms, fire annunciator panels were replaced, door alarms and maglocks were connected to the fire panel. During that time fire watch had to be conducted by the Home 24 hours a day until the work was completed. The Home hired staff to continuously conduct visual audits of all rooms in the building.

Kristus Darzs was approved to receive a grant amounting to \$108,000 as part of the Investing in Canada's Infrastructure Program to upgrade the Home's HVAC system. In October, the hot water boilers were replaced. The cost to complete the Hot Water Tank Upgrade was \$56,664. The remainder of the funds will be spent on improving our cooling system.



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The Home is in the process of upgrading its water treatment system. A new well had been dug in 2019 but the project was stalled by the pandemic. In 2021 the following projects were completed: the water reservoir cleaning, the replacement of the reverse osmosis system, the replacement of the greensands, and the installation of the new pump. In 2022, we aim to replace the water treatment shed and connect the new well to the distribution system. The estimated cost of the water treatment system upgrade will be over \$170,000.

### **Personnel**

In the first half of 2021, the Home had to continue to utilize services of staffing agencies which was critical to maintain service levels yet costly for the Home. As the year went on, we were able to hire more of our own employees and the need for agency staff decreased. Today, the use of agency staff is only in emergencies and our payroll costs have returned to pre-pandemic levels.

Our Medical Director, Dr. Joseph Niedoba retired in April of 2021. On May 1, 2021, Dr. Moosa Fadhel took over the role of the Medical Director at Kristus Darzs.

The prolonged periods of isolation due to COVID-19 outbreaks, have taken a toll on our residents' mental health. Our long-term social worker, Kristine Stivrins, had not been able work at Kristus Darzs during the pandemic due to one employer rule. Kristine announced her resignation from Kristus Darzs in

August of 2021. We sincerely thank Kristine for her years of service and support to our residents. In April of 2021, the Home welcomed Kristine Lorbergs, Advance Practice Nurse with extensive experience in mental health, to the team.

Inese Pogule  
Kristus Darzs Executive Director.



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### Contracts over \$20,000.00 in 2021

A.C. Nursing Agency	\$48,594.90	Accela Staffing Agency	\$647,739.74
Active Health Lifemark Physio	\$102,229.71	Arjo Huntleigh Canada	\$32,742.59
Bass & Associates	\$36,806.94	Bell Canada	\$20,422.74
Brodeur Dennis	\$22,600.00	Clearford Water	\$74,815.49
CUPE	\$51,949.42	E. S. Fox Ltd	\$64,322.99
Diversey	\$25,116.42	HealthCare Accounting	\$71,724.00
Enbridge Gas	\$33,612.11	Mass Environmental	\$33,083.77
London Life Pension Plan	\$39,737.10	Mr. Janitorial	\$35,512.17
Medical Mart	\$352,642.40	NutraFood	\$452,429.79
NHRIPP Pension Plan	\$122,085.66	Nutra Payroll	754,754.31
Nutra Management Fee	\$77,172.96	Plan A York Agency	94,371.88
Onyx Fire Protection	\$97,957.93	Power Stream (Alectra)	\$125,805.65
Point Click Care	\$31,227.22	Ryan Sapusak Snowplow	\$35,722.98
Pump System Interfacing	\$36,922.75	Source Momentum Agency	\$120,813.24
M. Searle Dietitian	\$35,640.00	Sun Life Benefits	\$320,981.79
Sunbright Linen	\$112,836.94	Taypco	\$37,782.52
Sygnnet	\$41,892.27	Veritiv Canada Inc	\$41,960.98