



KRISTUS DARZS LATVIAN HOME

Kristus Darzs Latvian Home Management Report to Annual General Meeting for April 1, 2022 – March 31, 2023 Executive Director: Inese Pogule

Mission Statement

The Fixing Long Term Care Act of 2021 requires that at least once every five years the Home considers revisions to its mission statement. In 2022, we reviewed the mission statement with all stakeholders including residents, families, staff, the Board of Directors and Kristus Darzs Foundation. Changes and revisions were made based on stakeholder input. The updated mission statement was approved by the Board of Directors on Feb 22, 2023. The updated Kristus Darzs mission statement reads:

“Kristus Darzs Latvian Home is a not for profit, charitable Long Term Care Home located in Woodbridge, Ontario.

Our purpose: We provide Long Term Care in a culturally sensitive setting that celebrates and embraces the diverse ethnic heritage that forms the Kristus Darzs community.

Our philosophy: Kristus Darzs is home for individuals who require ongoing care and can no longer safely live independently. Kristus Darzs offers services that meet each resident’s physical, psychological, social, spiritual, and cultural needs in an inviting, warm and caring atmosphere.

Our principles: At Kristus Darzs we are committed to offering the highest quality care, delivered with respect and compassion in safe surroundings, ensuring the individual rights of every resident with regular communication, sensitivity, and professional conduct. The staff, volunteers, and Board, work together to provide resident and family centered care in a dignified and nurturing community.”

Resident Census

Age. As of March 31, 2023, the average age of the residents was 87.91 (85.38 avg for men, 88.71 avg for women). Forty three percent (43%) of residents were in the 91 to 99-year-old category. The youngest was 35. Eight residents were 100 or older.

Latvian Residents. As of March 31, 2022, fifty one percent (51%) of residents were of Latvian ethnicity. The crisis admissions continue to take priority over ethnic applicants. Additionally, due to critical hospital capacity pressures, crisis placements have been on the rise. The crisis category takes priority over the ethnic priority category.

COVID-19 Pandemic

COVID-19 vaccination policy. In March of 2022, the Ministry of Long-Term Care urged Homes to implement their own employer-led vaccination policies. To design the Home's COVID-19 Immunization policy, the Management consulted with Kristus Darzs Residents' Council, Board of Directors, Medical Director, families, staff, CUPE Local 3236 and our legal counsel. As a result of these consultations, Kristus Darzs implemented policy requiring all individuals to provide proof of having received two doses of a COVID-19 vaccine approved by Health Canada to enter the Home.

A year later, in March of 2023, Jeff Butler, Assistant Deputy Minister Long-Term Care Operations Division, issued a memorandum strongly recommending that Homes reassess their COVID-19 vaccination policies. While continuing to promote the uptake of boosters, homes were encouraged to consider permitting entry regardless of the individuals' vaccination status.

Throughout the pandemic, Kristus Darzs has embraced and followed mandates and recommendations made by the Office of the Chief Medical Officer of Health, Ministry of Long Term Care, Ministry of Health and our Public Health Department. Consequently, the Home's Board of Directors, with the support from the Residents Council and the Home's Leadership Team, voted to amend Kristus Darzs' COVID-19 Immunization policy in accordance with the Ministry's recommendations. As of March 31, 2023, families, visitors, service providers and qualified staff may enter Kristus Darzs regardless of their vaccination status.

Resident and Family Satisfaction

Resident and Family Annual Satisfaction Survey was conducted in the fall. Overall satisfaction was 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?"

Residents:

- Ninety percent (90%) of resident respondents rated the home overall in the excellent/very good/good categories, an improvement from eighty-eight percent (88%) in 2021.
- Ninety three percent (93%) of respondents would positively (definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care. This rating is higher than 88% in 2021.

Families:

- Eighty four percent (84%) of families responding to the survey, rated the home overall in the excellent/very good/good categories, a decline from ninety-eight percent (98%) in 2021.
- Eighty-one percent (81%) of families responded they would positively



(definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care, a decline from ninety-five percent (95%) in 2021.

Risk & Compliance

Ministry of Long-Term Care Inspections. Ministry inspections took place in March and December of 2022 and January of 2023. Findings were related to plan of care, Resident Bill of Rights, infection prevention and control, reporting timelines, skin and wound care. All issues have been addressed and processes improved.

Emergency Preparedness. In July of 2022, the Home hired consultant Astrida Kalniņš to design our Emergency and Disaster Preparedness Plan in accordance with O. Reg. 246/22 under the Fixing Long Term Care Act 2021. The preparedness plan was completed at the end of August. In September, Kristus Darzs conducted its first full evacuation of the building with the help from family volunteers and guidance from York Region Paramedic Services. Kristus Darzs leadership and staff completed testing and practicing all its Emergency Codes before the year end. These exercises have been helpful in identifying gaps in our processes as well as preparing the team to respond to any potential serious emergencies.

Finances

Due to delays with Ministry funding, the Home borrowed \$300,000 from Kristus Darzs Foundation in 2021. We are happy to report that on July 7, 2022, Home repaid the loan to the Foundation in full.

Building

Minor Capital Funding. Our aging building continues to present us with both expected and unexpected expenses. Ministry funding is insufficient to meet our growing maintenance needs. In 2022, Kristus Darzs received \$56,832 in Minor Capital Funding to keep the Home in optimal state of repair while ensuring the safety of our residents. The Home had several high priority repairs including but not limited to a new transfer switch - \$11,225.42; fire door exit - \$2,700.70; door alarm system by Onyx - \$9,266; a new canopy - \$6,262; asphalt repairs - \$12,249.20 and water plant upgrade - \$193,000. The total amount of building maintenance expenses exceeded \$240,000. All expenses were covered by the Home, far exceeding the \$56,832 received in government funding for building maintenance.

Electrical concerns. At the end of February of 2023, KD experienced partial power outage affecting heating in resident rooms, lights in the hallway on floor 1 and some offices. Electrician assessed the issue and found that two major fuses had blown creating temporary power outage. In March of 2023 another fuse blew creating a similar power outage in the building. Luckily, we had replacement fuses in the building and were able to fix the issue in a reasonable time. At this time, we have not been able to identify the root cause of the issue and have scheduled Lineman's Testing Laboratories of Canada to complete a thorough assessment of the building's electrical system.



Technology

Digital prescriber. In February of 2023, KD went live with Digital Prescriber. This paperless innovation electronically transmits doctors' orders directly to the pharmacy. This means RNs no longer need to transcribe doctor's orders or fax information to the pharmacy. This technology will increase efficiency and minimize potential errors during transcriptions.

Amplify. On March 8, 2023, Kristus Darzs went live on Amplify. Amplify is a data Integration Project funded by the Ministry of Health to integrate hospitals with LTC homes province-wide to improve the continuity of care for Ontario Long-Term Care residents by streamlining transitions between hospitals and LTCs. Resident care records, assessments, lab work and orders are accessible in Point Click Care as the resident is discharged from the hospital.

PointClickCare's Skin and Wound solution. Using a hand-held device, touchless images are taken of the residents wound during the assessment. Photo-recognition technology identifies changes in wound size, shape, and color – even those not noticeable to the care giver, and automatically calculates length, width, and surface area. The Skin and Wound solution provides automation of best practices in documenting wounds to maximize accuracy, efficiency, and clinical outcomes. Kristus Darzs went live with the Skin and Wound solution on March 2, 2023.

Internet. On a few occasions over the winter, the Home's internet connection was unstable. This affected medication administration, call bells, charting and email communications. Having a stable internet connection is critical for the Home. Unfortunately, there is no DSL available in the area and dedicated fibre access turned out to be cost prohibitive (over \$100,000 for the dig). The Home has purchased Starlink broadband internet service and is in the process of installing its hardware.

Personnel

Occupational Therapy. In September of 2022, we signed a contract with Larisa Kajiņš for additional occupational therapy (OT) services at Kristus Darzs. Larisa performs OT services one day a week assessing resident abilities to perform their activities of daily living, investigating, researching, creating and implementing solutions and providing recommendations to individual residents so they can increase their participation in their daily activities. Over the next few months Larisa will receive additional training from Behaviour Support Ontario and will be the acting lead of Responsive Behaviour Management at Kristus Darzs.

Finance Team. In May of 2022 our accountant Jon Irwin announced his departure from Kristus Darzs. We thanked Jon for his loyalty to our Home and wished him well with his future endeavors. Same month, we signed a contract with Susan Vint, CPA. Susan took over the management of Kristus Darzs' finance department with support from our own Accounting Assistant, Marion D'Eathe, and Payroll Administrator, Amrita Singh.

**Contracts over \$20,000.00 in 2022**

Accela Staff Inc	199,763.30
Active Health Services Ltd.	84,713.16
Arjo Huntleigh Canada	79,574.28
Bell Canada	20,268.78
Canadian Union for Public Employees	56,689.13
Clearford Waterworks	198,925.20
Diversey Canada Inc.	26,119.20
Dr. Fadhel	24,150.70
E. S. Fox Limited	23,255.93
Enbridge	49,546.66
Glenn Dennis CPA	22,600.00
Healthcare Accounting	47,632.00
HIROC Insurance	59,091.12
Imperial Dade Canada Inc.	25,775.79
London Life Insurance Plan	35,044.58
Medical Mart Supplies Limited	191,290.63
Michele Searl	35,640.00
Mr. Janitorial Supplies	33,317.42
Naylor Building Partnerships Inc.	34,050.51
NHRIPP	136,515.38
Nutra Services Management fee	80,388.48
Nutra Services Food	490,533.11
Nutra Services Payroll	704,076.47
Onyx-Fire Protection Services Inc.	27,744.52
Plan A York Agency	19,294.96
PointClickCare Technologies Inc.	32,351.77
Power Stream Inc./Alectra	119,925.62
Ryan Sapusak Snowplowing Inc.	41,442.72
Sun Life Assurance Company of Canada	310,461.67
Sunbright Linen Services Inc.	119,305.67
Susan Vint & Associates CPA	26,802.20
Sygnnet Systems Inc.	43,733.09
Waste Solutions Canada	21,518.72
Workplace Safety & Insurance Board	123,779.99

