



KRISTUS DARZS LATVIAN HOME

Kristus Darzs Latvian Home Management Report to Annual General Meeting for April 1, 2023 – April 15, 2024 Executive Director: Inese Pogule

License Extension Application

On April 12, 2024, the Home received a Memorandum from the Ministry of Long Term Care regarding application for license extension. The Ministry asked all LTC home licensees, with a license term expiring before April 30, 2026, to apply for extension of the license by May 10, 2024. Should all the licensing requirements be met, licensees will be eligible to receive a new license with a term up to five years, to be issued upon expiry of the current license, and subject to conditions and all applicable approvals.

Resident Census

Age. As of March 31, 2024, the average age of the residents was 88 (84 avg. for men, 89 avg. for women). The youngest resident was 36. Seventy-one percent (71%) of residents were in the 81 to 99-year-old category. Eight percent (8%) of residents were 100 or older.

Latvian Residents. As of March 31, 2024, 48% 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.

Advocacy for Cultural Admissions

As I shared last year, the More Beds, Better Care Act, 2022 (Bill 7) has decreased admissions of members of the Latvian community to our Home. Throughout 2023, the Home's leadership has taken an active role in advocacy for prioritizing cultural admissions.

On May 12, 2023, Executive Director, Inese Pogule, and the Board Chair, Karina Kirss attended a meeting with Dr. Shamji, MPP. Along with representatives from other ethnic homes, we voiced a concern that people should be admitted to the home that is most appropriate for them and that meets their care and cultural needs.

On November 27, 2023, Executive Director of Kristus Darzs along with other cultural long-term



care homes met with Minister Stan Cho and his senior staff to advocate for the reinstatement of cultural admissions in the province. The group greeted the Minister with flags from their home countries and passionately laid the case for cultural long-term care. The Minister reacted positively and said he would make this a top priority for his staff to address.

Resident and Family Satisfaction

Resident and Family Annual Satisfaction Survey was conducted in the fall of 2023. 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?”.

Residents:

- Eighty-eight percent (88%) of resident respondents rated the home overall in the excellent/very good/good categories.
- Eighty-six percent (86%) of resident respondents indicated they would positively (definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care.

Families:

- Ninety eight percent (98%) of families responding to the survey rated the home overall in the excellent/very good/good categories.
- Ninety-five percent (95%) of families responded they would positively (definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care.

Risk & Compliance

1. **Cyber Security.** In the Fall of 2023, Kristus Darzs hired KLAVAN Security to perform an in-depth cyber security assessment. KLAVAN Security has also initiated continuous vulnerability scanning and will be performing yearly penetration testing of KD infrastructure.
2. **Inspection by the Ministry of Environment.** On November 28, 2023, the Ministry of Environment conducted an inspection of Kristus Darzs Well Supply. The findings included 2 non-compliances and 2 recommendations. The Home was instructed to decommission our old well and ensure that the well casing on the new well is inspected monthly. It was also recommended that we install a padlock to secure a lid of the water reservoir and improve the water reservoir housing structure. All non-compliance issues have been resolved.
3. **Ministry of Long-Term Care Inspections.** Ministry of LTC inspections took place in January, August, September, and October of 2023 as well as in February and March of 2024. Non-



compliance with IPAC practices, falls management, quality improvement, medication safety and care plans were identified. All non-compliance matters have been resolved.

Finances

- 1. Non-Union salary increases for 2024.** In 2023, Kristus Darzs participated in customized Human Resources Comparative Assessment developed by AdvantAge Ontario. The assessment focused on human resources costs for municipal, charitable, and not-for-profit long-term care homes in Ontario. It compared our compensation package to those of similar organizations. Based on the study results, the non-union staff salaries were adjusted to reflect the industry standard.
- 2. Bill 124 reopener awards.** The Ontario government enacted Bill 124 in November 2019, which imposed a 1% cap per year on compensation increases for all employees in the public sector for three years. In late 2022, the law was struck down as unconstitutional. In 2023, Kristus Darzs had to pay over \$150,000 in retro pay to our unionized staff. On September 11, 2023, the Ministry of Long-Term Care announced that one-time funding in 2023-24 will be provided pending a review of retroactive costs resulting from attested Bill 124 resettlements. The Ministry is currently reviewing Kristus Darzs' appeal for reimbursement of the retro pay.
- 3. New Auditor.** In early 2024, Kristus Darzs parted ways with our long term auditor Glenn Dennis. We thanked Glenn for his service to the Home and wished him all success in the future. The Home has engaged a new auditor firm Akler Browning LLP CHARTERED PROFESSIONAL ACCOUNTANTS.
- 4. One-Time Operating Funding Increase.** On March 27, 2024, the Ministry announced that a one-time funding of \$2,543 will be provided for each licensed bed. The funding is intended to provide financial support for long-term care homes to help relieve financial pressures and address key priorities.

Building

- 1. Electrical concerns.** At the end of February of 2023, Kristus Darzs 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.
During the annual substation inspection, Lineman's identified three (out of six existing) faulty 800 Amp cables running under the basement floor from the Electrical Room to the Pump Room. These cables supply power to the residential building. The three faulty cables were by-passed, and the electrical load was transferred to the remaining three cables. The replacement of the three faulty electrical cables will take place in 2024 with the estimated



cost of close to \$250,000.

2. **Dining room tables.** The new tables can be adjusted to a lower height allowing for increased accessibility to food and beverages and, therefore, increased ability and enjoyment when self-feeding. This project was possible thanks to the generous donations of close to \$15,000 from our community.

Technology

1. **Internet.** Since July 13, 2023 we have a secondary internet provider – Starlink (1TB).
2. **Sonic Access Points.** On Oct 12, 2023 we upgraded our Sonic Access Points and installed a new firewall.
3. **Upgrade to our call bell system.** Our current call bell system by Status Solutions uses Panasonic phones as a means for residents to communicate with our staff. Panasonic has discontinued the production of these phones. Kristus Darzs is in the process of upgrading our existing call bell system to a new application called eMessenger by Status Solutions using iPhones. We have successfully tested the new system on floor 2 and will be implementing it in the whole building.

Personnel

1. **Dr. Krystolovich's retirement.** After almost two decades, on December 31, 2023 Dr. K. bid farewell to Kristus Darzs. His journey in long-term care has been marked with expertise and commitment to the well-being of those under his care. Even during the darkest months of COVID, Dr. K was here with us in person caring for our seniors.
2. **New Attending Physician.** On January 1, 2024, we welcomed a new attending physician Dr. Aakanksha Sharma.
3. **Assistant Director of Care.** Earlier this year, our Assistant Director of Care, Mandeep Gill, accepted a new opportunity at another long-term care home. While we are saddened to see Mandeep go, we understand that career opportunities for personal and professional growth are crucial. We express our deepest gratitude for the hard work and commitment Mandeep demonstrated during her time with Kristus Darzs.
We have hired Gurjit Farwaha in the role of the Assistant Director of Care. Gurjit has worked as a nurse in various LTC homes, including a RAI Coordinator role, since 2014. Her start date at Kristus Darzs will be May 7, 2024.
4. **Quality Improvement and Risk Management Lead.** We have hired Apurva Sehgal for the role of Quality Lead. Apurva has a strong background in Quality Improvement working in hospital settings. She has extensive experience using QI improvement and Risk Management methodologies and tools. She has a Bachelor of Dental Sciences. Apurva is currently taking online courses at Six Sigma Academy. Apurva's start date with Kristus Darzs will be May 6, 2024.



- 5. Excelling as a Nurse Leader in Long Term Care.** On March 27, 2024, we initiated a training program for nursing leaders. The focus of the program is on fundamental leadership approaches that are needed by RNs and RPNs in today's long term care environment. Some of the key focus areas include relationship building, communication, collaboration, time management and respectfully holding others accountable. This is a 3-day program, with three-to-four-week gaps of time between each training day. During the gap periods, participants complete brief summaries of specific leadership techniques that they put into practice during the interval period.