KRISTUS DARZS LATVIAN HOME

Kristus Darzs Latvian Home Management Report to Annual General Meeting for January 1, 2024 – December 31, 2024
Executive Director: Inese Pogule

License Extension

On October 16, 2024, Kristus Darzs received official confirmation from the Licensing Unit, Capital Planning Branch of the Ministry of Long-Term Care regarding the issuance of a new long-term care (LTC) home licence. While there is no definitive timeline for when all homes with licences expiring in June 2025 will receive their renewals, the Ministry has assured us that Kristus Darzs will receive its new licence before the current one expires on June 30, 2025.

Resident Census

Age. As of December 31, 2024, the average age of residents was 88 years - 83 for men and 89 for women. The majority (72%) were between 81 and 99 years old, while 9% were 100 or older.

Latvian Residents. Latvian heritage remains a significant part of our community, with 42% of residents identifying as of Latvian ethnicity.

Advocacy for Cultural Admissions

In 2024, the Executive Director actively collaborated with the Cultural Home Alliance Group and AdvantAge Ontario to advocate for priority cultural admissions. As a result, Kristus Darzs was successfully selected for the Cultural Homes Pilot Program, an initiative designed to improve access to long-term care for individuals seeking culturally specific services. This pilot program is designed to prioritize admissions of Latvian crisis applicants over other crisis applicants on the waitlist. The program is set to launch on April 14, 2025. This achievement underscores our commitment to serving the needs of our Latvian community.

Resident and Family Satisfaction

Resident and family feedback reflects a high level of satisfaction with Kristus Darzs, as

demonstrated by strong ratings in both the "overall" and "would you recommend" categories. Moreover, the home has consistently maintained - and, in some cases, exceeded - these high satisfaction levels year over year.

Overall Satisfaction 2024:
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?".

Resident in 2024:

- Ninety-seven percent (97%) of resident respondents rated the home overall in the excellent/very good/good categories, an improvement compared to ninety-one percent (91%) in 2023.

- Ninety-seven percent (97%) of respondents would positively (definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care an improvement compared to ninety-one percent (91%) in 2023.

Families in 2024:

1) Ninety-seven percent (97%) of families responding to the survey rated the home overall in the excellent/very good/good categories, compared to one hundred percent (100%) in 2023.

2) Ninety-one percent (91%) of families responded they would (definitely/probably yes) recommend Kristus Darzs to a family member or friend needing long term care, compared to ninety-two percent (92%) in 2023.

Infection Prevention and Control

Kristus Darzs experienced outbreaks on the following dates:
Respiratory (Covid) outbreak - January 22 to February 12
Respiratory (Covid) outbreak - July 5 to July 11
Respiratory (Covid) outbreak - October 4 to November 4
Enteric outbreak - December 10 to December 24

Risk & Compliance

Emergency Preparedness – To enhance emergency readiness, we conducted drills with frontline staff for all required emergency codes and updated our Emergency Preparedness Plan.

These efforts have strengthened our ability to respond effectively to potential crises.

Fire and Rescue – The home successfully completed its annual fire evacuation drill, observed by the Fire and Rescue Inspector. The team performed exceptionally well, passing with top marks.

Cyber Security – Significant progress was made in strengthening our cyber security framework. The home engaged Klavan Security, a cyber security firm, to conduct a penetration test and perform monthly vulnerability assessments on our infrastructure. Klavan Security also assisted in developing cyber security policies and an Incident Response Plan. To further bolster preparedness, the home tested the Incident Response Plan and conducted a cyber security drill to ensure readiness for potential threats.

Ministry of Labour Inspection – We successfully addressed all findings from the Ministry of Labour inspection, implementing necessary corrections promptly to maintain compliance and uphold workplace safety standards.

Ministry of Long-Term Care Inspections – In 2024, the home underwent several inspections by the Ministry of Long-Term Care, including a proactive inspection that identified gaps in our Quality Improvement processes and protocols. In response, I hired a Quality Improvement and Risk Management Lead to ensure full compliance with the Quality Improvement requirements outlined in the Fixing Long-Term Care Act.

Accessibility for Ontarians with Disabilities Act (AODA) – in 2024, we underwent AODA audit that required the development of a Multi-Year Accessibility Plan and related policies. Our professional and proactive approach resulted in a successful audit outcome.

Equity, Inclusion, Diversity, and Anti-Racism (EIDA-R) – As part of our Long-Term Care Service Accountability Agreement (LSAA) with Home and Community Care Support Services in 2024, we developed an EIDA-R Workplan. This initiative aligns with Ontario Health's equity framework and provincial priorities, ensuring a more inclusive, diverse, and equitable environment across all aspects of our operations and service delivery.

Finances

Due to a significant 20% increase in funding for the Nursing Envelope, we were able to hire additional PSWs across all floors and shifts. The Home also expanded its team by bringing in specialized nursing staff, including a Responsive Behaviour Support Nurse and a Wound Care Nurse.

However, the increase in the Other Accommodations Envelope—responsible for funding building maintenance and administrative support—was limited to just 3%, which was insufficient to cover all necessary building-related expenses. As a result, some projects, such as septic pump repairs and the purchase of new mattresses for 73 residents, had to be postponed to the following year.

Programming

Latvian Song and Dance Festival. The highlight of 2024 was the Latvian Song and Dance Festival, which brought vibrant Latvian cultural performances to Kristus Darzs. We hosted closed to 140 singers and dancers from Latvian including two choirs, a children's group, and a dance group, creating a joyous atmosphere for our residents. The event also drew a significant number of family members and community visitors, strengthening our ties with the broader Latvian community.

We are immensely grateful to the Latvian Relief Society of Canada "Daugavas Vanagi," Toronto chapter, for their generous donation, which made these performances possible. Their support enabled us to provide transportation for the performers, treat them to a homecooked meal and offer them a small honorarium in gratitude for sharing their talents with us.

Service Providers

Advance Electrical. In 2024, we engaged Advance Electrical, a Guelph-based company, as our new electrical service provider. Their technicians have been highly responsive to our needs, delivering exceptional workmanship at a reasonable cost. We are pleased with their service and look forward to continuing this partnership.

New Linen Supply Service: Kbro. Last year, we transitioned to a new linen service provider, Kbro, due to ongoing issues with our previous vendor, Sunbright. While we had remained with Sunbright for years because of their low pricing, their service quality and linen supply had steadily declined. By the end of summer, the situation had become unsustainable, leaving us with no choice but to switch to Kbro, despite the substantially higher cost. Kbro's service has been excellent.

Building

Electrical Cable Replacement Project – During the annual substation inspection, it was discovered that three of the six existing 800-amp electrical cables supplying power to the residential building were faulty. To maintain power, these cables were bypassed, and the electrical load was transferred to the remaining three. We engaged Advance Electrical Contracting Ltd. to replace all six cables with new 800-amp copper cables. The project, which ran from May to September, was completed with minimal disruption to residents. Total cost: $220,431.50.

Parking Lot Lighting Upgrade – To enhance safety for staff and visitors, we upgraded the parking lot lighting. Total cost: $23,537.52.

New Therapeutic Mattresses – At the end of 2024, we purchased 27 therapeutic mattresses for residents at high risk of skin breakdown, ensuring enhanced comfort and care. Total cost: $142,165.00.

New Phone Service Provider 3cX. Due to Bell's aging infrastructure and ongoing development in the area, we experienced frequent service interruptions throughout 2023 and early 2024. These disruptions affected our operations and posed potential risks to resident safety. To address these

issues, we switched to 3cX in the summer of 2024. 3cX is a cloud-hosted enterprise phone system that has proven to be not only significantly more reliable than Bell but also considerably more cost-effective.

Technology Upgrades

Call Bell System Upgrade – Our previous call bell system was outdated and occasionally unreliable. To enhance resident-staff communication, we implemented the eMessenger call bell system, which integrates iPhone technology for improved responsiveness. The new system was initially tested on the second floor in April and successfully rolled out across all three floors by June. Total project cost of the new phones and software upgrade: $43,696.46

Sonic Access Points – To improve connectivity throughout the building, we installed additional Sonic access points in the basement and at the ends of hallways, ensuring stronger and more reliable network coverage. Total cost: $7,679.48

Personnel

Director of Finance – In December of 2024 we hired our in-house Director of Finance, Linda Choi who officially started in her role in January of 2025. Linda is a Chartered Professional Accountant (CPA) with extensive experience in the long-term care sector, bringing valuable financial expertise to Kristus Darzs.

Environmental Services Manager (ESM) – In October of 2024, our long-term ESM, Celestin Nita, retired. In February 2025, we were pleased to welcome back Meta Baze as Environmental Services Manager. With extensive experience in long-term care and building management, Meta's expertise will further strengthen our operational and facility management efforts.