



DOM LIPA

SLOVENIAN LINDEN FOUNDATION

June 14, 2024

Dear Dom Lipa Families, Friends, Employees and Supporters,

In this communication we provide updates about the Covid-19 outbreaks at Dom Lipa. We provide a summary of the recent reports on Quality Indicators and on the results of the Resident Survey for the last quarter of 2023. We also explain the staffing challenges faced by Dom Lipa and the health care system.

Covid-19 Outbreaks

New Covid-19 Outbreak

A new Covid-19 outbreak was declared on West 2, one of the Long-term care nursing wings, on June 10, 2024 with five residents testing positive.

Throughout each outbreak, staff work diligently with Toronto Public Health and Trillium Health Partner's infection prevention and control (IPAC) team to help prevent spread.

May 14th Outbreak Over in Long-Term Care Nursing

The Covid-19 outbreak declared on May 14, 2024 on the Kastelic Wing (long-term care nursing) was declared over on May 27th. Eleven residents were infected, and two were transferred to hospital.

Unfortunately, one resident died of Covid-19. The staff, administration team and directors extend their sympathies to family and friends.

May 14th Outbreak Over in Retirement Living

The Covid-19 outbreak declared on May 14, 2024 on the Retirement Living Wing was declared over on May 31st. Eight residents were infected.

Quality Indicators for Dom Lipa

Every quarter, long-term care nursing homes receive comparison reports on a variety of indicators every quarter. The most recent indicators were released for September to December 2023 and continue to show that Dom Lipa is doing as well as, or better than, similar ethnic based homes in the Greater Toronto Area.

We are thankful to our diligent staff that Dom Lipa continues to have an excellent reputation in Ontario and is often referred to as among the best long-term care nursing homes in the province. We are especially attentive to the use of restraints, wound care, infection control and pain control.

No Restraints Used - We are very proud that we do not use physical or chemical restraints with our residents. We have not used any restraints since 2017.

Staff are successful in dealing with residents' challenging behaviours by using their skills with Gentle Persuasive Approaches (GPA). Currently 100% of our staff are trained in GPA to help patients, especially patients with dementia.

GPA training equips care providers with the knowledge, skills, and confidence to deliver person-centered dementia care. Participants learn to apply emotional, environmental, and interpersonal communication strategies that serve to diffuse challenging behaviours.

Good Wound Care and Low Infection Rates - Staff are well trained in wound care, and infection prevention and control practices. Dom Lipa regularly compares well to other homes with low rates of pressure ulcers and infections.

Good Pain Control – With the help of our visiting family physicians, staff are attentive to the pain experience of residents, and ensure good pain control.

For more information about Dom Lipa's performance and how it compares to other homes, go to [Long-Term Care Home Performance in Ontario - Health Quality Ontario \(HQO\) \(hqontario.ca\)](https://www.hqontario.ca) and search for Slovenian Linden Foundation or Dom Lipa.

Resident Survey Results for Dom Lipa

Results from the November 2023 resident benchmarking survey conducted yearly on ethnic, not-for-profit homes provides Dom Lipa staff and directors with important information about the experiences of our residents. We are encouraged to see that residents are happy with our efforts to provide good quality care in a clean, pleasant environment.

We were pleased to see that the residents who took part in the survey completed all 25 questions with over 70% satisfaction. Of particular note, high scores were given to the following questions:

- I rate the home overall as very good (100%)
- I would definitely recommend Dom Lipa to others (93%)
- I receive an update about my health (86%)
- My physician explains things to me (93%)
- The building and grounds are maintained; the home is clean and tidy (100%)
- The overall quality of the food and drinks is good (86%)
- There is opportunity for me to participate in activities (93%)
- Staff are available to me within a reasonable time when I need them (93%)
- Staff treat me with respect (92%)
- Staff respect my privacy (100%).

Bravo to our medical team and staff who work diligently to provide excellent care to our residents!

Long-Term Care Home Staffing Challenges

At Dom Lipa we are struggling, along with hospitals, long-term care nursing homes and other medical care facilities, to hire and keep the staff we need to continue providing good care to our residents.

Our Director of Care, Zarah Claudio, has been working tirelessly over the last 19 months to attract registered nurses, registered practical nurses, personal support workers and other skilled workers. She has made strides in greatly reducing the need for agency nurses at Dom Lipa. A

complex staffing strategy is followed to make sure we have sufficient staff available at a moment's notice when scheduled staff unexpectedly cannot come to work. Zarah's efforts have greatly reduced the expense side of our budget because in prior years we relied more on agency nurses to fill these gaps.

Despite Zarah's success in attracting more health care staff, we are losing health care staff to hospitals, nursing agencies and other institutions where the pay rates are higher. Unfortunately, the Ministry of Long-Term Care has not yet addressed the lower rates paid to health care staff in the long-term care sector, so we are not always able to provide competitive rates.

Data posted on the Ontario Long-Term Care Association website shows how all home are struggling to maintain staff. Across Canada, job vacancy rates have increased by nearly 70% in the health care and social assistance sector in four years, from 3.1% in November 2019 to 5.2% in November 2023.

And our struggles will continue. By 2029, Ontario long-term care homes will require at least 58,600 more nurses and personal support workers alone to meet increased hours of care and support residents in new long-term care spaces. For more information see <https://www.oltca.com/about-long-term-care/the-data/>

If you know a health care worker who is interested in working with seniors in a small home with caring staff in a pleasant setting, please tell them about Dom Lipa and steer them to our website: <https://www.domlipa.ca/current-career-opportunities>

We wish everyone a lovely summer!

Sincerely,
The Board of Directors of the Slovenian Linden Foundation – Dom Lipa

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