



Copernicus
A place to call home



Kopernik
Miejsce Zwane Domem

Building on Our Resilience

Annual Report 2021

Table of Contents

Board Chair & CEO Message	4
Our IMPACT 2021 – By the Numbers	5
Advancing Our Mission in Transformative Times	6
Connecting Residents to Family	11
Community Programs, Long-Term Care Activities & Spiritual Care	13
Friends of Copernicus Lodge Foundation	14
Financial Highlights Copernicus Lodge	16
Board of Directors and Management Leadership	19

Mission Statement, Vision and Values

OUR MISSION

Copernicus Lodge is dedicated to providing the highest quality of care & services to our aging community that offers a holistic and resident-focused approach.

OUR VISION

Copernicus Lodge is the leading care provider & home of choice in the Community we serve.

OUR VALUES

Compassion, Respect & Dignity, Integrity, Excellence & Collaboration



Board Chair & CEO Message

Building On Our Resilience

On behalf of the Board of Directors and the Management Team, we are pleased to share the 2021 Copernicus Lodge Annual Report. Over the past year, we responded to the unrelenting and variant nature of the challenge brought on by the global pandemic. We worked in partnership with Unity Health to coordinate and implement control measures with Toronto Public Health guidance and Ministry of Long-Term Care directives to safeguard our community of seniors, families, and staff.

These remain transformative times and we continued through a collective resolve to triumph over adversity. **“Building On Our Resilience”** underscores this effort of cooperation over the last year. We remained committed to our mission of quality care which aligned to our strategic goals and priorities, vision and mission statement and motto of *“A Place to Call Home”*.

This past year we learned to do things differently. We provided innovative approaches to keep connected to our community through increased communication with staff, resident, tenant and family town halls and weekly updates. We advanced our strategic priorities to strengthen and build for the future. As a direct result, our operational capacity and facility infrastructure improved.

These coordinated efforts revealed that it was a marathon, not a sprint. This past year presented challenges that extended the route to the finish line, and the strength, endurance, and resiliency of the entire Copernicus community fuelled these efforts.

A BIG THANK YOU GOES OUT TO – Ontario Ministry of Long-Term Care, Toronto Public Health, Ontario Health and Unity Health Toronto that responded with additional supports to safe-guard our community. We also thank our countless donors who provided financial support in our response. The unwavering assistance of the Copernicus Lodge Auxiliary and Family and Resident Councils supported our Mission through meaningful community initiatives.

The outpouring of support that we have experienced since the onset of this pandemic, has fueled our efforts, and helped us build our resilience as a community. Whether it is furthering our mission, overcoming a crisis, or re-imagining how we operate as a seniors’ care provider; we will continue to be stronger together.

Sincerely,


Ted Opitz
Chair, Board of Directors


Tracey Comeau
CEO, Copernicus Lodge

Our IMPACT 2021 – By the Numbers

Human Resources

- **57**
New Hires

Meals Served

254,541
Total Meals Served

- **210,230**
LTC Residents
- **40,789**
Apartment Tenants
- **132**
Guests / Visitors
- **0**
Adult Day Program
- **2,818**
Staff

Self-Care Resident Facility

- **200**
Total number of apartments
- **23**
New Admissions 2021
- **198**
Active Tenants
- **631**
Number of Waiting List

Programs & Services

- **4,321**
Total Group Activities:
- **1,935**
Virtual Connections:
- **444**
Garden Visits

Communications

- **19**
Resident & Family Town Halls
- **104**
Staff & Family Messages
- **26**
Staff & Physician Town Halls
- **20**
Tenant Messages

- **24,457**
Individual Contacts:
- **4**
Number of Centenarians

Advancing Our Mission in Transformative Times

This past year Copernicus Lodge advanced its strategic priorities which improved processes, services, communication, human resources, and infrastructure alike. Working collaboratively with our partners at Unity Health Toronto our management team and staff revitalized past approaches and showed how commitment and teamwork can advance safe, quality-centered care for our seniors.

1 Enhancing The Care Journey of Those We Serve

In 2021, we fostered engagement opportunities among residents, tenants, families, staff, and volunteers. We promoted a collaborative concept – aspiring to be recognized as a leading health care provider and a home of choice for senior care. We advanced this priority through various partnerships and optimized both structure and technology as a result.

Further achievements included:

Implemented Best Practice Quality initiatives for Bedrail Elimination and Antipsychotic Stewardship.

Enhanced communication and collaboration with families and the interdisciplinary team.

Added a recreationist to the Behavioural Support Team, to improve health care outcomes amongst residents living with complex, responsive behaviours.

Community Support Services launched Alayacare – a new scheduling software program that houses a database for all community programs.

Added assessment modules to Point Click Care electronic medical records for Infection Prevention and Control, PCC Analytics and Wound and Risk Management.

Increased the number of physiotherapy assistants from 2.5 to 10 during outbreak to support residents with mobility during isolation.

In partnership with Toronto Public Health and the on-site support of Unity Health Toronto we enhanced infection prevention and control measures through policy revision, auditing, and education; ensuring we were equipped with best practices to respond to changing Public Health guidance and Ministry of Long-Term Care directives. This included increased testing (both PCR and rapid antigen) and on-site COVID-19 vaccination clinics for all residents, staff, caregivers, visitors, volunteers, students, and contractors to mitigate risk and to reduce outbreak potential. With additional financial support from

the Ministry of Long-Term Care and our donors we were able to secure staffing and equipment needed throughout the pandemic.

Despite the challenges we faced during this time, we welcomed the addition of three new physicians to our care team – Dr. Anna Ly, Dr. Keith Krishnan, and Dr. Patricia Muddiman. We also recruited an Assistant Director of Care and a Nursing Supervisor, both who positively impacted our care teams with added oversight, supervision, and support.

2 Healthy and Motivated Workforce

In 2021, the healthcare sector experienced a health human resource shortage never witnessed before and long-term care was no exception. In response to this staffing crisis a strengthened Human Resources team developed a strategic plan that aligned with the needs of our home and re-centralized key HR functions and oversight.

Key positions recruited this last year included: Communications Advisor, HR Director, HR Recruiter, Assistant Director of Care, Nursing Supervisor, Placement Coordinator/Social Worker, Procurement Supervisor, and a Volunteer Coordinator. Several frontline positions such as Personal Support Workers, Registered Practical Nurses, Environmental Services and Food Service Workers were also added to our team.

Year two of a global pandemic has identified the ongoing need for mental health and emotional supports for healthcare workers. We supported this need by:

Ensuring staff remained informed of ongoing changes and information through staff communications – weekly messages and bi-weekly town halls via zoom

Holding a staff appreciation event with an outdoor food truck after the fourth wave thanking staff for their hard work and commitment

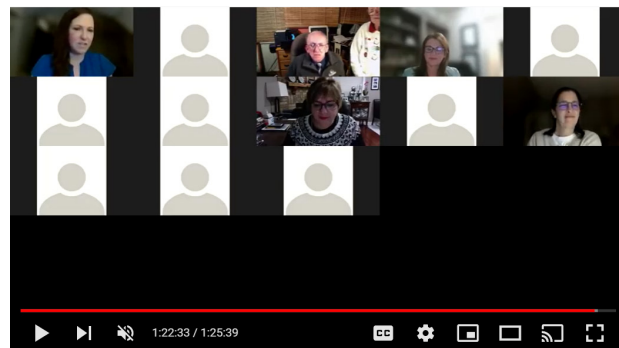
Hosting other appreciation events throughout the year sponsored by both Copernicus Lodge and Family Council such as a staff BBQ, Christmas luncheon, ice-cream truck, raffles and snacks

Providing 24/7 mental health and emotional support services through the Employee Assistance Program (EAP)

③ Strengthen Community Relationships

The capacity to share information and listen to our stakeholder community was prioritized, to expand our ability to promptly communicate and address issues and concerns. As such, we offered new platforms to promote and encourage inquiries from our stakeholder groups. We expanded the frequency of Town Hall meetings to residents, tenants, and families followed by written communications and Cliniconex broadcast messaging. In 2021, we developed a communications strategy to broaden connections and outreach.

We pursued new opportunities to share and promote our mission to stakeholders. To further develop fundraising opportunities in 2021, we developed new campaigns to reach donors more frequently throughout the year. Our aim is not simply to maintain, but to advance a balanced, sustainable future in senior care for generations to come.



Some new connections made:

Olympic Gold Medal Bobsled athlete, Alex Kopacz, shared his story of being infected with COVID during Wave #3

Dr. Barbara Mederski, Infectious Disease Specialist at North York General Hospital, who was part of the Infectious disease team when SARS hit in 2002

Valerie Rzepka, Humanitarian nurse and Co-founder of Canadian Medical Assistance Team. Valerie travels around the world with her team providing medical assistance to communities when disaster hits

Patrick Budyłowski, PHD Intern at University of Toronto – Faculty of Medicine who co-authored 10 papers on COVID-19 and specializes in COVID research

Extensive media coverage surrounding the mandatory COVID-19 immunization policy implemented prior to the Provincial legislation and seeing a 1/3 reduction of workforce in the face of the fourth wave

Built relationships with local media outlets and reporters

Continued with Resident, Family and Tenant evaluations, and program/project surveys

Partnered with Unity Health Toronto, Toronto Public Health and SilverFox Pharmacy to offer on-site clinics to tenants for COVID-19 and Influenza vaccines



LTC home, seniors' apartments, and common spaces including our Chapel to be available on the new website.

Additional initiatives included focused improvement of operational controls, enhanced technology, clarified policies and procedures, improved financial oversight and process improvements among senior management and departmental leadership teams.

④ Responsible and Efficient Use of Resources

We exacted effective processes and oversight in the management of resources last year. Our approach was guided by prudent fiscal management and expenditure control and helped deliver a surplus operational statement at year-end. We fulfilled funding and activity reports to partner agencies, and reported program, occupancy rates, staffing, and other service goal achievements for 2021.

We initiated the creation and design of a new Copernicus Lodge website last year and continue to develop a consistent brand presence for the organization. We pivoted to new virtual tools to promote our home through 3D video tours that captured our care facilities and amenities. We completed filming and production of videos in our



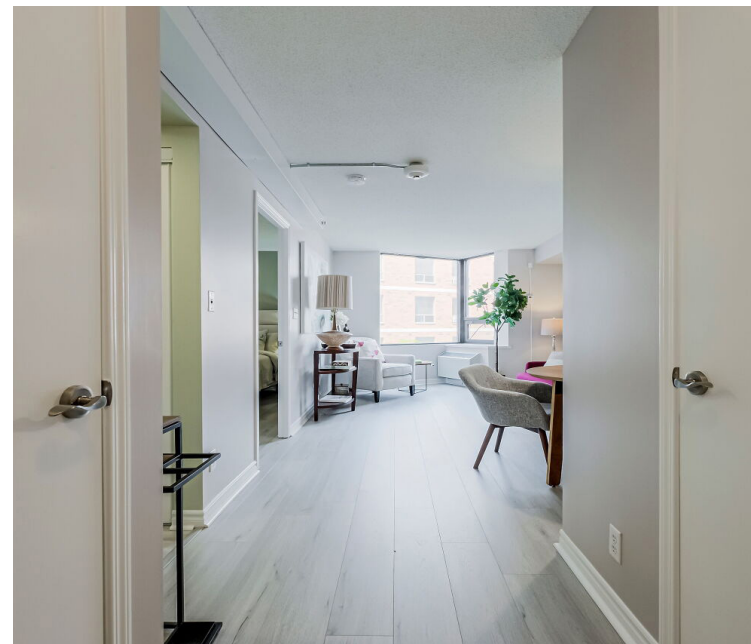
5 Enhanced Infrastructure

Utilizing the capital and infrastructure plan, we focused on modernization of aging physical buildings and capital equipment. Our plans will be sustained in the immediate term through Foundation and capital reserve assistance.

During the past year, Copernicus Lodge has improved upon our infrastructure. This included the renovation of 26 apartments and the expertise of third-party design and development specialists for completion of an Indoor Air Quality and Mechanical Condition Assessment. We addressed immediate infrastructure and facility needs through our Building Condition Assessment and Life Cycle Review. This assessment led to further consultation of project needs, and financial planning.

We procured 34 new HEPA air filtration units throughout the home to improve air quality and extend Infection Prevention and Control processes.

A new work order management system was implemented this past year to direct planned and scheduled maintenance and promote efficient operations of structural and building systems.



Connecting Residents to Family

Copernicus Lodge Auxiliary

We cannot overemphasize the dedication and contribution of our volunteer Auxiliary members last year as they supported Copernicus Lodge and enhanced the quality of life for our senior community.

We would like to extend our sincere thanks to the Auxiliary team who managed to keep Agnieszka's full-service store opened in 2021 and throughout the pandemic. We know that everyone appreciated their tireless work.

Several Auxiliary members continued to work from home during the year. There were no idle hands among this team. These craftspeople continued knitting, crocheting, creating jewelry or seasonal decorations along with traditional hand painted eggs for Easter. Their focus and efforts remained steadfast in caring for our community at Copernicus Lodge. Dziękujemy!

Last year, Copernicus Lodge Foundation received a very generous donation of \$ 35,000.00 from Auxiliary fundraising. Their dedication to service remains a testament to the impact of volunteerism on our community.

Copernicus Lodge Family Council

Copernicus Lodge Family Council is comprised of family members of residents and friends of those living at Copernicus Lodge.

The Family Council assembled a prominent group of Polish Canadians to meet and speak with staff, residents, and families to express their experience, concern and challenges in navigating or managing new measures, restrictions, and information during the pandemic. They also brought much-needed joy and pleasure to residents and staff this last year with the support of the local Polish and Parkdale - High Park community.



Our Family Council also facilitated meaningful activities which included:



Flowers & Gardens – supported by the local garden centre, Family Council was able to secure donated flowers and plants to enhance our Marion St. property that was enjoyed by residents, tenants, families, and staff.



Staff Appreciation – celebrated Nursing Week and coordinated donations of flowers by families for each nursing station. Individually wrapped cookies were also provided to all staff.



Christmas Cheer – decorated outdoor courtyard spaces and prepared gift bags for those residents who do not have family. A warm thanks once again to our TTC neighbours who put up their Christmas cheer banner facing our home wishing Seasons Greetings to the residents, families, and staff of Copernicus Lodge.



Advocacy – phone call and letter campaign to elected officials. Participated in long-term care panel discussions and media interviews through shared resident stories and the impacts experienced during extended pandemic restrictions.

Tenant Update

Programs and social activities were made available to tenants through our internal Tavasys channels (#2 and #10). This live stream provided daily Mass; poetry and singing; physical activities and exercise; Polish and English movies, concerts, shows, and pertinent information and announcements were uploaded bi-weekly to TV TOURS.

We expanded communication efforts through phone, voicemail, WhatsApp and Town Halls, followed by written reports to tenants, family, caregivers, and POAs of our tenants via email.



Community Programs, Long-Term Care Activities & Spiritual Care

While group activities aim to improve or maintain social interaction, they were deferred due to the pandemic and COVID outbreaks experienced in 2021, but a resilient team found other means to meet the needs of residents, tenants, and clients. Over this past year, our Long-Term Care and Community Services Day Program Teams have continued to utilize technology and virtual programming within our LTC Home, Supportive Housing and Adult Day Program settings.

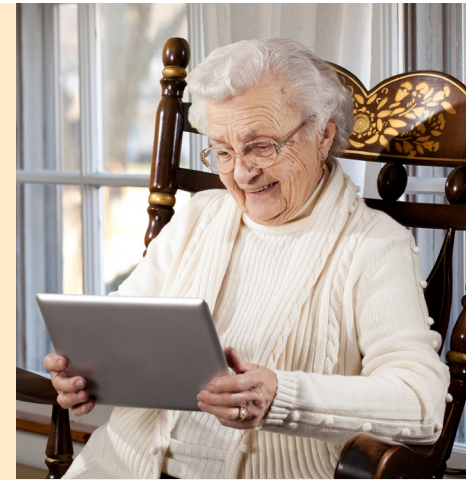
The Program Teams offered various activities through virtual platforms to connect residents, tenants and clients to their loved ones and community, promoting activity and interaction, and to minimize social isolation and feelings of loneliness experienced during extended public health restrictions and pandemic measures.

The Long-Term Care recreational programs were modified to allow residents to take part in activities one-on-one or safely in small groups in corridors when possible. Cultural events were celebrated to provide a familiar environment through spiritual, social, intellectual, physical, and emotional domains.

The Adult Day Program (ADP) was unable to offer on-site services to community seniors due to closures and Toronto Public Health directives since March 2020. Last year, the ADP program staff initiated virtual meetings for ADP clients through ZOOM to reach out, reconnect and to offer support online. The Community Program

Team has been working to advance the reopening of the ADP when public health measures permit. Regular communication with residents, tenants and their families were maintained through virtual Town Hall meetings, cliniconex messaging and written communications. Leadership staff provided updates and information related to the pandemic, current Toronto Public Health and Ministry directives affecting Copernicus Lodge and the seniors' care sector.

The Pastoral Care Team continued to serve residents and tenants' spiritual needs through daily virtual Mass and one-on-one visits. The team worked hard to observe all holy days and celebrations. Throughout the pandemic, our pastoral care team was on-site to pray, distribute Holy Communion, provide the sacrament of the sick and to be present with our seniors. The annual memorial service took place in November at St. Casimir's Parish to celebrate the lives of our residents, tenants and staff that passed away throughout the year.



Friends of Copernicus Lodge Foundation

Our community has been the cornerstone of Copernicus Lodge for over 40 years helping build an environment of pride, dignity and culturally sensitive, compassionate care. The ongoing support of donors continues to make a profound impact on the lives of innumerable seniors.

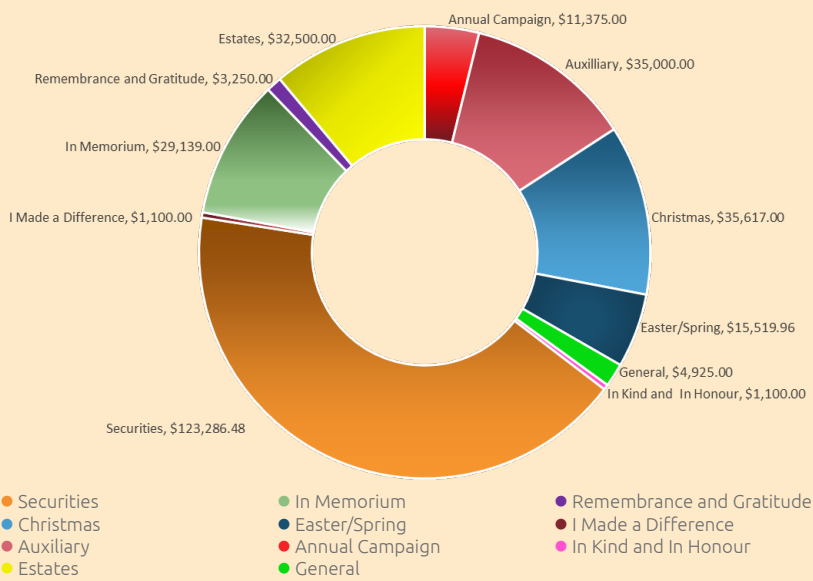
Your donations at work:

Each year, Copernicus Lodge Foundation seeks and secures financial support that enhances the quality of life for our residents and tenants. Copernicus Lodge Foundation continues to source financial support to help the Lodge improve services, facilities, and programs for our seniors.

We offer our sincere gratitude to everyone who has partnered with us through the past year. Your generosity has made so much possible and has truly meant the world to us. Your donations have provided a means for essential equipment and capital upgrades not covered through Ministry funding, such as:

- A newly renovated dining room for tenants including flooring, lighting, window coverings and other artwork.
- Comfortable and safe furniture replacement throughout the long-term care common areas to meet infection control guidelines.
- To help support cohorting of staff and safe dining, refrigerators were purchased for each home area for safe food storage.

2021 Charitable Donations to the Foundation



Acknowledgment of significant gifts in 2021

We are also humbled by the generous donations of Mr. Stanislaw Kulig, Copernicus Lodge Auxiliary, The Estate of Mrs. Helen Hristienko, The Estate of Mrs. Irena Piatas and Mr. John O’Grady.

Thank You

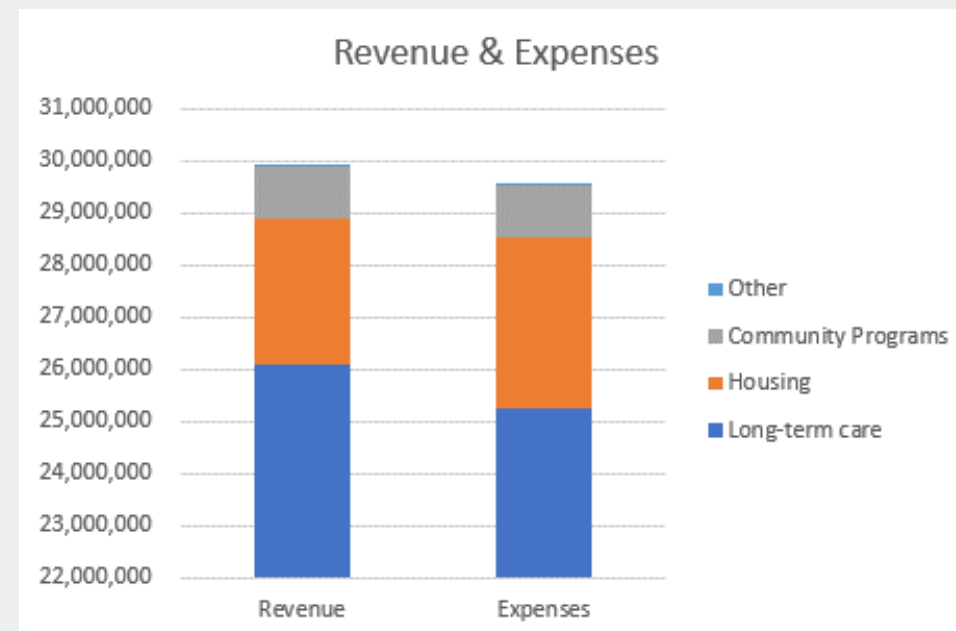
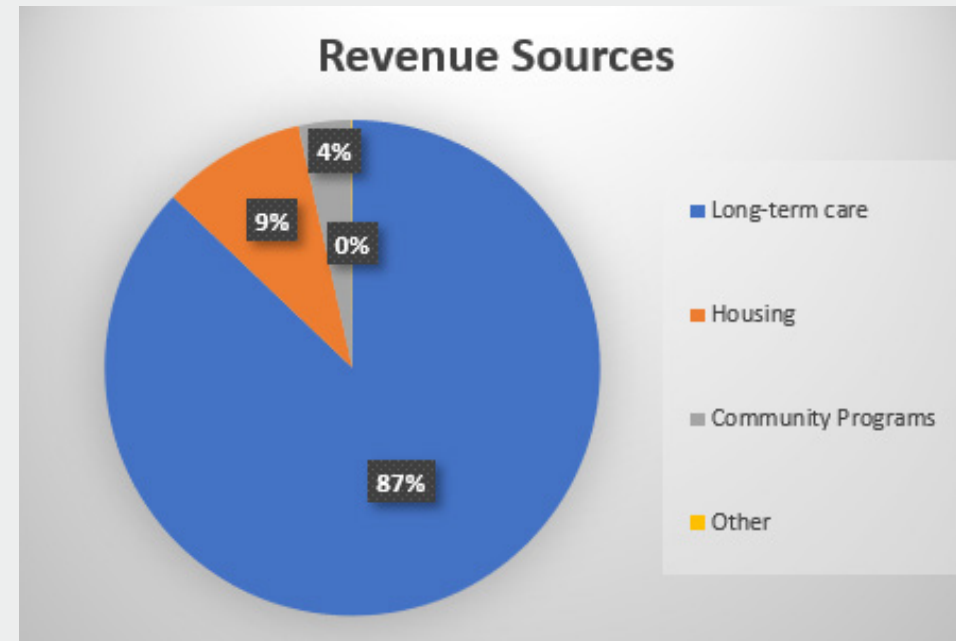
Financial Highlights Copernicus Lodge

Summary Statement of Financial Position

December 31	2021	2020
Assets		
Current		
Cash and short-term investments	\$ 1,570,364	\$ 2,604,739
Replacement reserve short-term investments	1,636,671	1,454,076
Accounts receivable and other	4,200,633	1,229,512
	7,407,668	5,288,327
Long-term		
Long-term investments	308,790	403,979
Replacement reserve long-term investments	982,443	1,324,967
Capital assets	22,763,836	23,739,868
	\$ 31,462,737	\$ 30,757,141
Liabilities and Net Assets		
Current		
Accounts payable and accrued liabilities	\$ 3,507,994	\$ 3,186,585
Advance due to Home and Community Care Support Services	1,335,063	
Deferred income	98,446	215,465
Current portion of deferred government assistance	60,200	60,200
Current portion of long-term debt	1,231,582	1,159,076
	6,233,285	4,621,326
Long-term		
Deferred government assistance	240,800	301,000
Long-term debt	10,553,478	11,785,061
	17,027,563	16,707,387
Net assets		
Replacement reserve - Phase I	693,702	769,285
Replacement reserve - Phase II	1,298,925	1,343,272
Replacement reserve - Phase III	626,487	666,486
Funds invested in capital assets	10,677,776	10,434,531
Unrestricted	1,138,284	836,180
	14,435,174	14,049,754
	\$ 31,462,737	\$ 30,757,141

Summary Statement of Operations

For the year ended December 31	2021	2020
Revenue		
Long-term care	\$ 26,070,335	\$ 20,766,160
Housing	2,808,847	2,854,865
Community Programs	1,030,431	957,299
Other	17,492	31,900
	29,927,105	24,610,224
Expenses		
Long-term care	25,264,677	20,731,678
Housing	3,266,096	3,119,490
Community Programs	1,006,951	1,012,866
Other	30,310	10,613
	29,568,034	24,874,647
Excess (deficiency) of revenue over expenses for the year	359,071	(264,423)



Board of Directors and Management Leadership

Board of Directors

Ted Opitz, Chair

Danusia Figiel, Vice-Chair & Treasurer, Chair of the Finance & Audit Committee

Andrew Poprawa, Corporate Secretary, Chair of Governance & Human Resources Committee

Aleksandra Kurowska, Past Board Chair, Chair of the Quality & Risk Committee

Andrew Kwiatkowski, Chair of the Foundation

Lucjan Grela, Chair of Property Management Committee

Jan Faryaszewski, Director

Dr. Fiona Menzies, Director

Lucian Ezman, Director

Natalie Farshait, Director

Senior Leadership Team:

Tracey Comeau, CEO

Michelle Miziolek, Executive Assistant

Eduardo Carrera, Director Human Resources

Carmen Miller, Director of Care

Susan Perrier, Director of Finance and Administration

Marla Antia, Communications Advisor

Auxiliary:

Emily Krula, Acting President

Family Council:

Mary Oko, Chair

Resident Council:

Jerzy Nartowski, Chair



A Place to Call Home



Copernicus
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